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CallPilot

Unified Messaging Installation and Maintenance Guide

NORTEL NETWORKS

CallPilot Unified Messaging Installation and Maintenance Guide

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Chapter 1
Requirements for installing Unified Messaging

About CallPilot Unified Messaging

CallPilot Unified Messaging is a multimedia messaging application. Unified Messaging works with email clients to provide a single graphical interface for email messages and CallPilot voice, fax and text and messages.

This guide tells a System Administrator how to install, configure and troubleshoot CallPilot on a Business Communications Manager system and on subscribers' computers.

You can install CallPilot on subscribers' computers, or subscribers can perform some configuration and troubleshooting tasks under your guidance.

Hardware requirements

The following list contains both the minimum and recommended hardware that Unified Messaging software needs for operation.

- IBM PC or compatible:
  - minimum Pentium/586 or faster system with 16 megabytes (MB) of RAM minimum; 32 MB recommended
- Monitor:
  - 16-color VGA 640 x 480 capability minimum; 256-color SVGA 800 x 600 capability recommended
- Disk drive space:
  - To install Unified Messaging, subscribers need 110 MB of disk space. After the installation is complete, the temporary files are automatically deleted to recover 55 MB of disk space. You or the subscriber must manually delete the CallPilotDesktopMessaging.exe file to recover the additional 55 MB. The exe file is located where you downloaded it to.
  - When it is installed, Unified Messaging takes up takes up 15 MB of space on the subscriber's hard disk.
- CD-ROM drive
- Windows-compatible mouse and keyboard
- LAN connection to Business Communications Manager. Subscribers can access their CallPilot messages over the LAN via ISDN, ADSL, dial-up modem or ethernet.

Optional hardware

- a sound card and a set of speakers for playing messages on a computer
- a microphone for recording messages on a computer

Note: The maximum number of Unified Messaging clients supported on Business Communications Manager is 200. You must have at least 512 MB RAM.

Software requirements

Windows operating systems

You can use Unified Messaging with:

- Windows 98 SE
- Windows 2000 Professional
- Windows XP
- Win NT 4.0 SP6a

Supported Integrated clients

Integrated clients, also called *groupware*, is software designed for group collaboration. Integrated clients run with a corporate email server. Unified Messaging for integrated clients provides access to commands and Unified Messaging Help directly from the client. During installation, Unified Messaging customizes integrated clients to make messaging tasks simpler and more efficient. Most or all configuration can also be performed automatically during Unified Messaging installation.

You can use Unified Messaging with one or more of these clients:

- Microsoft Outlook 2000 with Outlook SP 1
- Microsoft Outlook 98 in corporate mode
- Microsoft Outlook 2002/XP
- Microsoft Outlook 2003 and Outlook 2003 (Internet Mail Mode)
- Novell GroupWise 6.x
- Lotus Notes 5.0, 6.0

Supported Internet mail clients

Internet mail clients, also called *IMAP clients*, are email clients that enable you to manage CallPilot messages from a folder in the email client using the IMAP protocol. You must manually configure Internet mail clients with the settings required to connect to your system.

You can use Unified Messaging with these IMAP Internet clients:

- Microsoft Outlook Express 5.0, 5.5 and 6.0
- Microsoft Outlook 98, 2000 and Outlook 2002 XP in Internet mail mode,
- Netscape Messenger 6.2x
- Qualcomm Eudora Pro Comm Center 5.0.x

Format for voice messages

Business Communications Manager uses the G711 format to record and store voice messages. CallPilot 150 uses G723.1. Since the Unified Messaging player records and plays messages in WAV format, Business Communications Manager or CallPilot messages must be converted to WAV before playing, and composed messages must be converted to G711 or G723.1 to be stored on Business Communications Manager or CallPilot 150. This decoding and encoding is done on the desktop client.

Related documents

For information about how subscribers use CallPilot, refer to the:

- *CallPilot Unified Messaging Quick Reference Guide*
- CallPilot Unified Messaging online Help and online guides
- *CallPilot Reference Guide*

For information about setting up CallPilot and CallPilot Message Networking refer to the:

- *Call Pilot Message Networking* Set Up and Operation Guide
- *CallPilot Manager Set Up and Operation Guide*

How to get help

USA and Canada

Authorized Distributors - Technical Support

Telephone:
1-800-4NORTEL (1-800-466-7835)
If you already have a PIN Code, you can enter Express Routing Code (ERC) 196#.
If you do not yet have a PIN Code, or for general questions and first line support, you can enter ERC 338#.

Website:
http://www.nortelnetworks.com/support

email:
naitas@nortelnetworks.com

Presales Support (CSAN)

Telephone:
1-800-4NORTEL (1-800-466-7835)
Use Express Routing Code (ERC) 1063#

EMEA (Europe, Middle East, Africa)

Technical Support

Telephone:
Telephone:
00800 800 89009

Fax:
44-191-555-7980

email:
emeahelp@nortelnetworks.com

CALA (Caribbean & Latin America)

Technical Support

Telephone:
1-954-858-7777

email:
csrmgmt@nortelnetworks.com

APAC (Asia Pacific)

Technical Support

Telephone:
+61 388664627

Fax:
+61 388664644

email:
asia_support@nortelnetworks.com

Chapter 2
Configuring your system for Unified Messaging

Before you install Unified Messaging

Before using Unified Messaging:

- In Unified Manager, enable the Unified Messaging software authorization code and optionally the Fax keycode. For information on enabling software authorization codes, refer to the *CallPilot Manager Set Up and Operation Guide*.

- In CallPilot Manager, ensure that the number of maximum outcalling channels is enough to accommodate the expected CallPilot telephone player usage. This value governs the number of simultaneous channels used for outcalling. For information on setting the outcalling channels, refer to the *CallPilot Manager Set Up and Operation Guide*.

Unified Messaging and data network security

Due to the complexity and diversity of network configurations, this guide does not cover data network security issues. Discuss security issues with a security specialist or data network administrator.

Configuring IMAP/LDAP/SMTP servers for Unified Messaging

CallPilot supports IMAP/LDAP protocols, which let Unified Messaging subscribers access their CallPilot mailboxes using Microsoft Outlook, Lotus Notes, Novell GroupWise, and selected third-party Internet mail clients: Microsoft Outlook Express, Microsoft Outlook, Netscape Messenger, and Qualcomm Eudora Pro.

Each type of desktop client is configured and used slightly differently. To configure a specific desktop client, refer to "Installing and configuring Unified Messaging" on page 15.

Although you individually configure each desktop client you use for Unified Messaging, you configure Business Communications Manager the same way for all the desktop clients it supports. Follow the instructions in this chapter to configure the IMAP/LDAP/ SMTP servers.

IMAP

Internet Message Access Protocol (IMAP) lets a client access and use electronic mail messages on a server. These messages are always stored on Business Communications Manager.

IMAP lets subscribers check for messages from any location with an Internet connection. IMAP also lets subscribers access messages from multiple locations. IMAP is a method of accessing electronic mail or bulletin board messages that are kept on a shared mail server. IMAP lets a client email program access remote message stores as if they were local. For example, email stored on an IMAP server can be accessed from a computer at home, a workstation at the office, and a notebook computer while traveling, without the need to transfer messages or files between these computers.

LDAP

Lightweight Directory Access Protocol (LDAP) is a set of protocols for accessing information directories. LDAP supports TCP/IP, which is necessary for any type of Internet access. LDAP lets a client search for and use information entries on a directory server, such as the Business Communications Manager. For example, a typical entry in the CallPilot directory contains attributes of a subscriber such as name, telephone number, and CallPilot mail address. Internet clients can use LDAP to query address book information from the CallPilot directory, perform address resolution, or search for specific subscribers (if this functionality is implemented by the Internet client).

SMTP

Simple Mail Transfer Protocol (SMTP) is a protocol for sending email messages between servers. Most email systems that send mail over the Internet use SMTP to send messages from one server to another. These messages can then be retrieved with an email client using IMAP. SMTP is also generally used to send messages from a mail client to a mail server. This is why you must specify both the IMAP server and the SMTP server when you configure your email application.

Since Voice Profile for Internet Mail (VPIM) Networking also uses SMTP, you do much of the configuration for IMAP in the same places you set up VPIM Networking.

Configuring environments without a DNS

The Domain Name System (DNS) is an Internet service that translates domain names into IP addresses. Because domain names are alphabetic, they are easier for subscribers to remember. The Internet is based on IP addresses. Every time you use a domain name, therefore, a DNS must translate the name into the corresponding IP address. For example, the domain name www.example.com can translate to 198.105.232.4.

If one DNS server does not know how to translate a particular domain name, it asks another one, and so on, until the correct IP address is returned.

Unified Messaging uses Domain Name resolution, which is provided by a DNS. If your network does not have a DNS, then you must configure Unified Messaging to use IP addresses.

For Internet Mail clients, the format for addressing a message is <SMTP/VPIM prefix><Mailbox number>@<BCM HOST name>.localdomain.

Configuring Unified Messaging with IP address only

If you do not use DNS to resolve domain names, configure the Business Communications Manager system and client computers to use an IP address only:

1. Ensure Business Communications Manager is not configured to use DNS.
2. Ensure that Business Communications Manager is configured with a host name. If it is not, enter the host name on the Business Communications Manager system.
3. Configure computers running Unified Messaging with the IP address of the Business Communications Manager system.

To check that Business Communications Manager is not configured to use DNS

1. Start Unified Manager.
2. From the **Services** menu choose **DNS**.
3. Ensure that the **Primary (& Sec.) Server IP Addr** field is empty. If it is not, delete any entries and press the **Enter** button to save your changes.

To check that a Host Name is entered on the Business Communications Manager system

1. Start Unified Manager.
2. Choose **System** from the list box.
3. In the **System Nam**e box check that a system name is entered. If one is not entered, enter one now. A system name can be any name (for example, myCompany).
4. Press the **Enter** button to save your new system name

To configure access to the Business Communications Manager system on a subscriber computer

On each subscriber computer:

1. Start Unified Messaging for the first time on the client computer.
   The Unified Messaging Logon page appears.
2. In the **Server** box type the IP address.
3. In the **Password** and **Mailbox** boxes, enter the subscriber's password and mailbox numbers.
   The email client opens.

Chapter 3
Installing and configuring Unified Messaging

It takes approximately 10 minutes to install Unified Messaging. Depending on the subscribers' expertise, you can ask them to install CallPilot on their computer.

Installation information

Before you install Unified Messaging on a subscriber's computer:

- Make sure the subscriber's computer has the correct hardware and software requirements. Refer to "Hardware requirements" on page 7 and "Software requirements" on page 8.

- If the subscriber has version 1.06 or earlier of Unified Messaging, you must uninstall the earlier version before you do the installation procedure. If the subscriber has version 1.07 you do not need to uninstall it. Refer to "Uninstalling an earlier version of Unified Messaging" on page 16.

- Ensure that the microphones, speakers, and sound cards that are connected to the subscriber's computer are configured. Refer to the manufacturer's documentation.

- If the subscriber wants to send or receive faxes on their computer, that they have Imaging for Windows installed. Refer to "Fax requirements" on page 16.

- If the subscriber is going to install Unified Messaging and they want to install the Fax Printer Driver, they must have the right to impersonate a client after authentication. Refer to the online Microsoft Knowledge Base article Q821546 for more information.

- Have this information available:
  - the fully qualified domain name (FQDN) of the Business Communications Manager system, or the IP address, if you do not have a DNS
  - the SMTP/VPIM prefix of the Business Communications Manager. If you use Message Networking, include this prefix.
  - the subscriber's mailbox number

Note: If the subscriber uses Novell GroupWise they must have Windows Messaging 4.0 installed on their computer. This is normally the case when Windows is installed on a computer. However, if Windows Messaging 4.0 is not installed, the GroupWise installation gives you these options:

- Install the complete Windows Messaging system.
- Leave Windows Messaging as is.

Install the Complete Windows Messaging system even if Windows Messaging is already installed. This ensures that the GroupWise option is available during Unified Messaging installation.

Fax requirements

If subscribers intend to send and receive faxes on their computer, they must have Imaging for Windows installed.

To check whether Imaging for Windows is installed

1 Click the Windows **Start** button, point to **Programs**, point to **Accessories** and click **Imaging**.
The Imaging for Windows window appears.
If Imaging for Windows is not installed, refer to your Windows documentation for how to install it.

Note: Imaging for Windows is not included on Windows XP. If you are installing Unified Messaging on a Windows XP computer, the subscriber can view fax files in the default XP fax viewer by double-clicking the fax icon. Subscribers are limited to creating one fax image at a time using the fax driver.

Imaging for Windows for Windows XP can be purchased from www.eistream.com.

Uninstalling an earlier version of Unified Messaging

If the subscriber has Unified Messaging 1.06 or earlier on their computer, uninstall it before you do the installation procedure. If the subscriber has version 1.07 you do not need to uninstall it.

To uninstall Unified Messaging 1.06 or earlier

1 Quit any open applications, including the CallPilot installation program.
If you use Microsoft Outlook, it can take an additional minute or two for the mail services to shut down.

2 Click the Windows **Start** button, point to **Programs**, point to **Nortel Networks CallPilot Unified Messaging** and click **Uninstall CallPilot Unified Messaging** for the specific email client.
The Uninstall window appears.

3 Click the **Uninstall NOW!** button.

4 If a message appears that asks if you want to delete any files beginning with the letters nb, nm, or ns, click the **Yes** button.

5 If you are uninstalling Unified Messaging for Lotus Notes, you must enter your Lotus Notes password before the uninstall process continues.

If you are Installing Unified Messaging for Outlook and GroupWise

If you want to install Unified Messaging for both Microsoft Outlook and Novell GroupWise on the same computer, you must install each client separately.

1. The first time you install Unified Messaging, select the Outlook email client only, and when you reach the Additional Options screen, make sure you select the **Update default mail profile** option.
2. Install Unified Messaging a second time, and this time select the Novell GroupWise email client only. When you reach the Additional Options screen, make sure you select the **Update default mail profile** option.

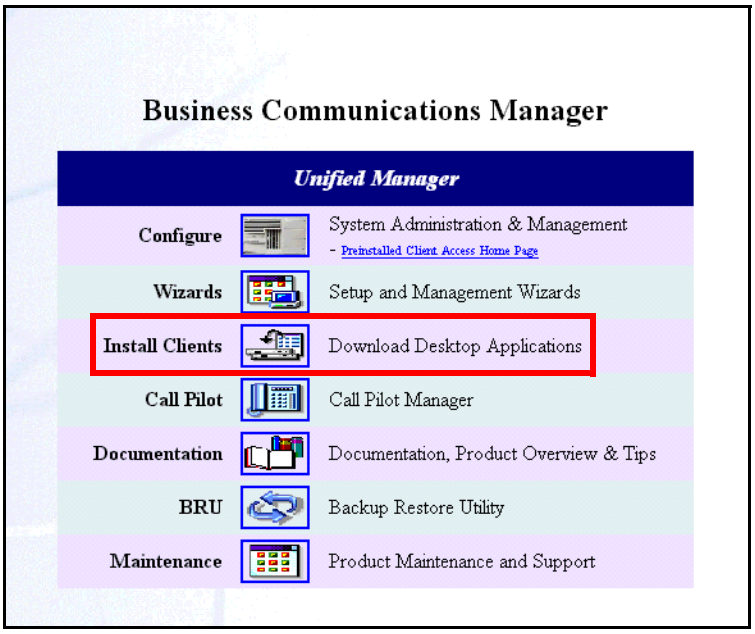
Installing Unified Messaging

You install Unified Messaging from the Business Communications Manager Unified Manager.

To install Unified Messaging

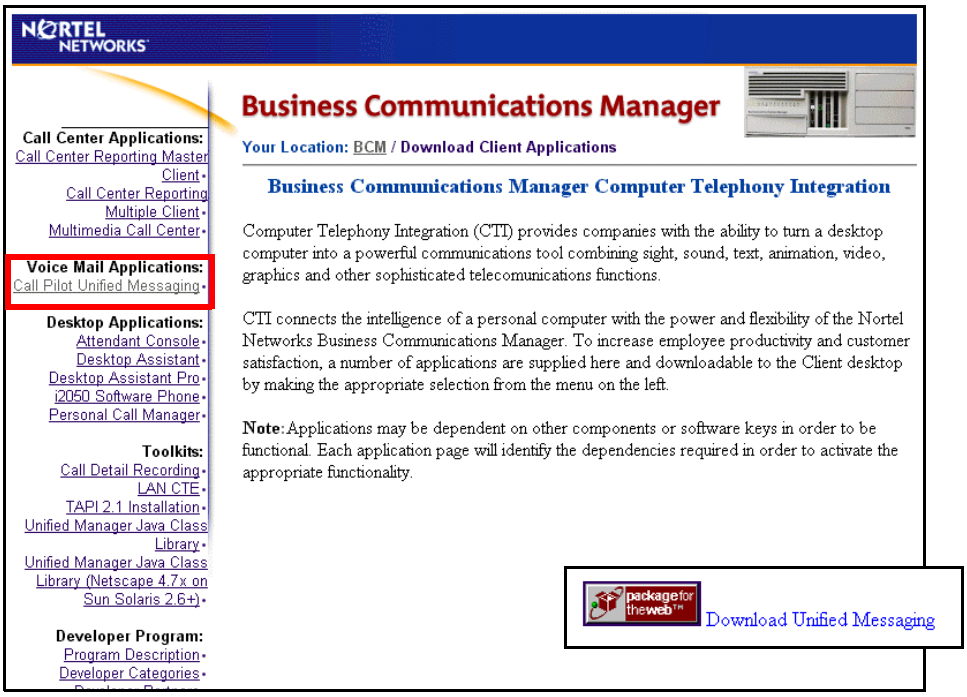
1 On the subscriber's computer, close any open Windows applications.

2 Point the web browser to the URL
http://<IP address>:6800
where <IP address> is the IP address of Business Communications Manager.
The Business Communications Manager Unified Manager screen appears.



3 Click the **Install Clients** button.
The Download Desktop Applications screen appears.

4 In the left frame, click the **CallPilot Unified Messaging** link.


NORTEL NETWORKS
Business Communications Manager
Your Location: BCM / Download Client Applications
Business Communications Manager Computer Telephony Integration
Computer Telephony Integration (CTI) provides companies with the ability to turn a desktop computer into a powerful communications tool combining sight, sound, text, animation, video, graphics and other sophisticated telecomunications functions.
CTI connects the intelligence of a personal computer with the power and flexibility of the Nortel Networks Business Communications Manager. To increase employee productivity and customer satisfaction, a number of applications are supplied here and downloadable to the Client desktop by making the appropriate selection from the menu on the left.
Note: Applications may be dependent on other components or software keys in order to be functional. Each application page will identify the dependencies required in order to activate the appropriate functionality.
Call Center Applications:
Call Center Reporting Master Client
Call Center Reporting Multiple Client
Multimedia Call Center
Voice Mail Applications:
Call Pilot Unified Messaging
Desktop Applications:
Attendant Console
Desktop Assistant
Desktop Assistant Pro
i2050 Software Phone
Personal Call Manager
Toolkits:
Call Detail Recording
LAN CTE
TAPI 2.1 Installation
Unified Manager Java Class Library
Unified Manager Java Class Library (Netscape 4.7x on Sun Solaris 2.6+)
Developer Program:
Program Description
Developer Categories
packagefor theweb
Download Unified Messaging

5 Click the **Download Unified Messaging** button.
The File Download dialog box appears.

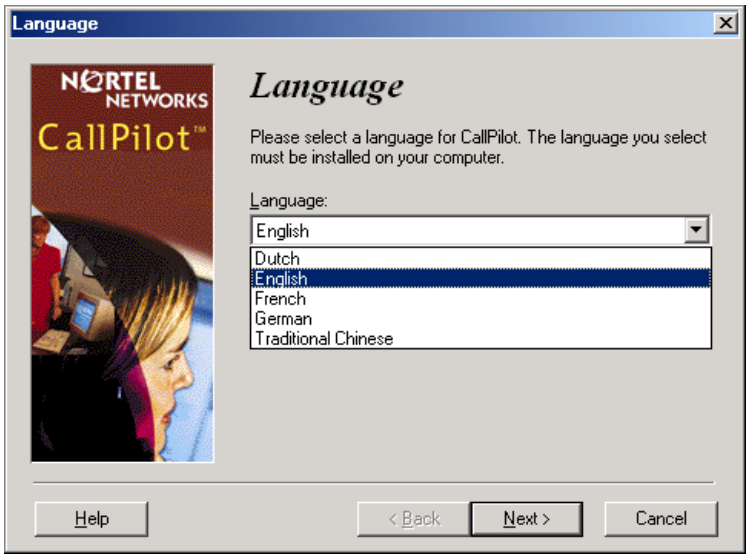
Note: For information about how much disk space Unified Messaging requires, refer to "Disk drive space:" on page 7.

6 Select **Run this program from its current location** and click the **OK** button.
A security warning appears that asks you to confirm the installation.

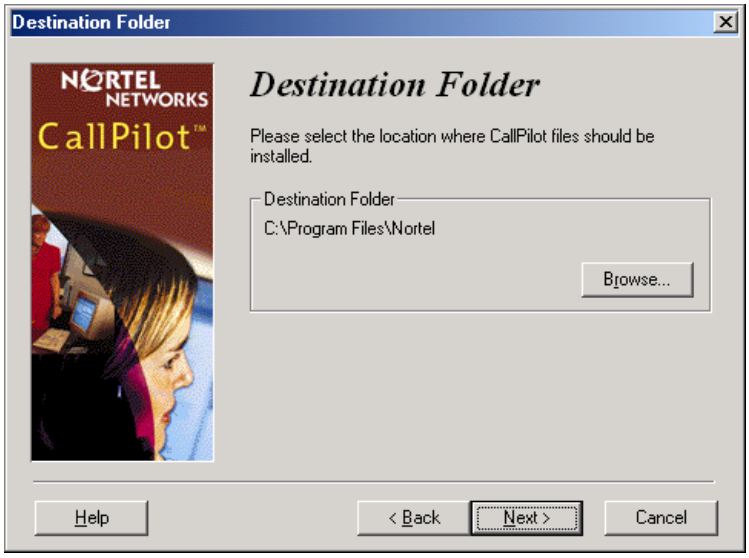
7 Click the **Yes** button.
Unified Messaging downloads to the subscriber's computer.
The setup program starts and the Welcome window appears.

Welcome
NORTEL NETWORKS
CallPilot™
Welcome to the CallPilot Desktop Messaging Installation Wizard.
This wizard will guide you through the installation of CallPilot Desktop Messaging.
It is strongly recommended that you exit all Windows programs before running this Setup Program.
Click Cancel to stop the wizard and close any programs you have running.
To continue, click Next.
WARNING: This program is protected by copyright law and international treaties.
Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.
Help
< Back
Next >
Cancel

8 Click the **Next** button.
The Language screen appears.



9 From the **Language** list box select the language you want to use and click the **Next** button. The Destination folder screen appears.



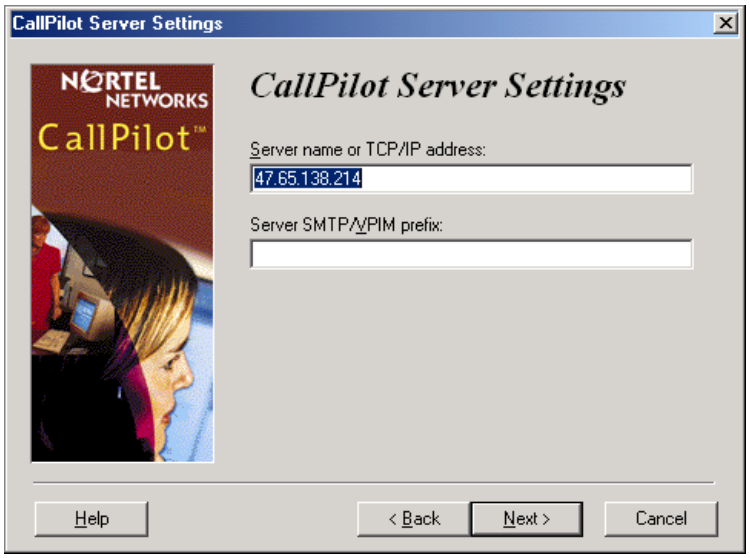
10 Click the **Next** button to accept the default directory, or click the **Browse** button if you want to locate other destination folders, and select the folder you want to install Unified Messaging in. Nortel Networks recommends that you install Unified Messaging in the default folder. The Email client screen appears.

E-Mail client
NORTEL NETWORKS
CallPilot™
E-Mail Client
Please select an e-mail client to access your CallPilot messages. You may select more than one client.
"Free Disk Space After Install"' is based on the clients you have chosen . A negative number indicates that there is not enough disk space.
E-Mail Clients
Microsoft Outlook 6574 k
Lotus Notes 16394 k
Internet Mail clients 265 k
Novell GroupWise 8119 k
Free Disk Space After Install: 4990096 k
Help
< Back
Next >
Cancel

11 Select the check boxes for the email clients that you use.
Internet Mail clients include Microsoft Outlook Express, Microsoft Outlook in Internet mail mode, Netscape Messenger, and Qualcomm Eudora Pro.

Note: If you want to install Outlook and GroupWise on the same computer, you must follow the procedure "If you are Installing Unified Messaging for Outlook and GroupWise" on page 17.

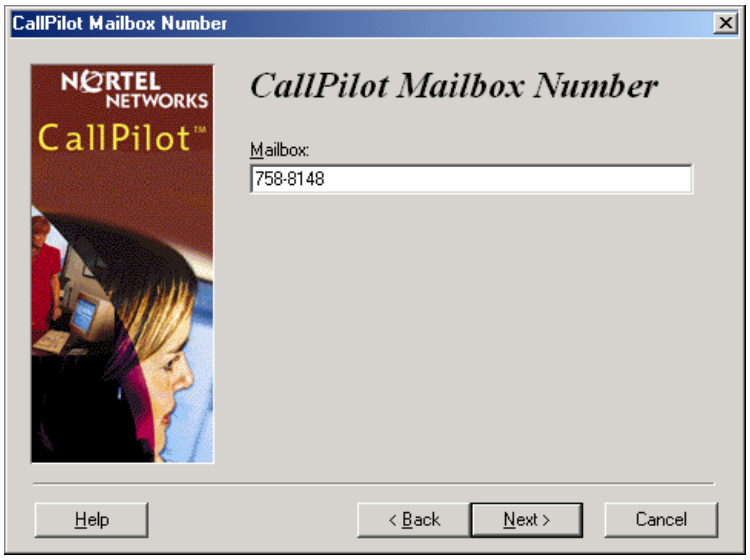
12 Click the **Next** button.
The CallPilot Server Settings screen appears.



13 In the **Server Name or TCP/IP Address** box type the FQDN or IP address of the Business Communications Manager system.

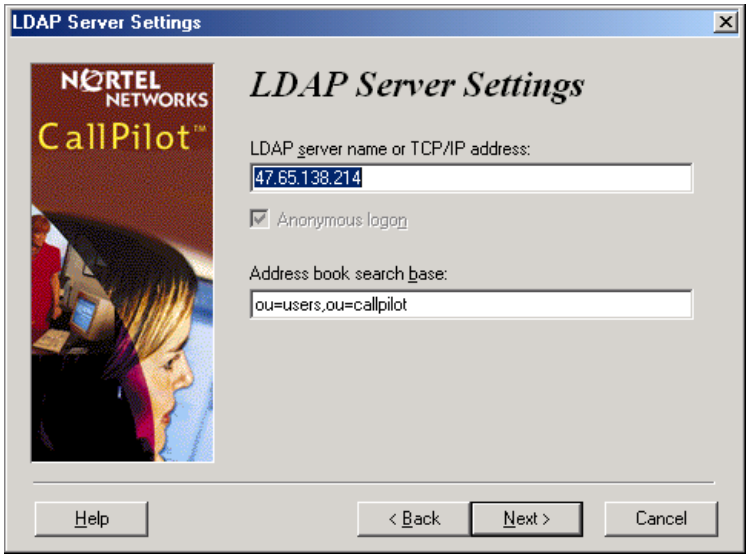
14 In the **Server SMTP/VPIM prefix** box type the SMTP/VPIM prefix of the CallPilot subscriber's address. If CallPilot Networking is not enabled on the Business Communications Manager system, leave this box blank, otherwise use the value defined in the Local Prefix field in the Digital Networking Properties page in CallPilot Manager.

15 Click the **Next** button.
The CallPilot Mailbox Number screen appears.



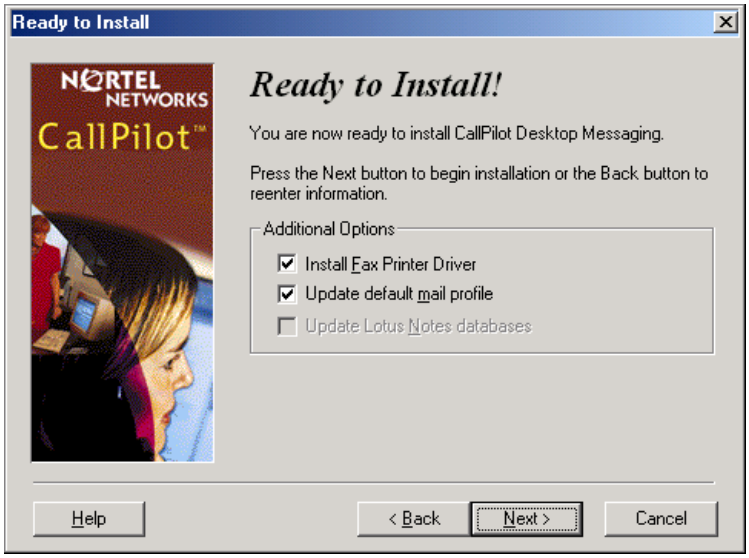
16 Enter the subscriber's mailbox number. The mailbox number is usually their extension number.

17 Click the **Next** button.
The LDAP Server settings screen appears.



18 In the **LDAP server or TCP/IP address box** verify that the LDAP Server name or IP Address is that of your system. Do not change the address book search base information.

19 Click the **Next** button.
The Ready to Install! window appears.


Ready to Install
NORTEL NETWORKS
CallPilot™
Ready to Install!
You are now ready to install CallPilot Desktop Messaging.
Press the Next button to begin installation or the Back button to reenter information.
Additional Options
Install Fax Printer Driver
Update default mail profile
Update Lotus Notes databases
Help
< Back
Next >
Cancel

20 If you want to install the fax printer driver, select the **Nortel Fax Printer Driver** box. This driver lets you to save a document as a (TIFF-F.) You can send a TIFF-F as a fax to other CallPilot subscribers.

To use the fax driver, in addition to your Internet mail client you must have one of these programs installed on your system:

- Microsoft Outlook
- Lotus Notes and Unified Messaging for Lotus Notes
- Novell GroupWise

If any of these options appear dimmed, they are not supported by Unified Messaging for the type of email client you have chosen, and the appropriate fax drivers are pre-selected.

21 If you want to add Unified Messaging to be added to the default profile used by Outlook, select the **Update default mail profile** check box.

If you are installing Unified Messaging for Lotus Notes, you must enter your Lotus Notes password before the installation process continues. The Unified Messaging installation program tries to detect Lotus Notes by searching for the notes.ini file on the hard drive. If the file is not found, the Lotus Notes option is disabled during installation. If the notes.ini file is located on a server, you can disable Lotus Notes detection to install Unified Messaging for Lotus Notes. To disable Lotus Notes detection:

a Quit the Unified Messaging installation program.

b Click the **Start** button and click **Run**.
The Run dialog box appears.

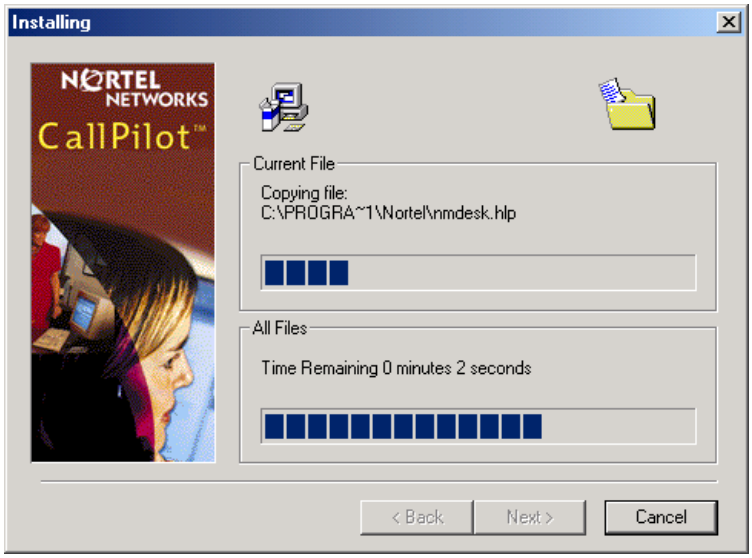
c Click the **Browse** button and browse to where you downloaded Unified Messaging.

d Select **CallPilotDesktopMessaging.exe** and click the Open button.
CallPilotDesktopMessaging.exe appears in the Open box.

e To CallPilotDesktopMessaging.exe add *-a ld*, so that what appears in the Open box is now CallPilotDesktopMessaging.exe -a ld.

f Restart the Unified Messaging installation program.
If you are installing Unified Messaging on a Windows NT or a Windows 2000 system, a message appears that prompts you to enter your user name and password.

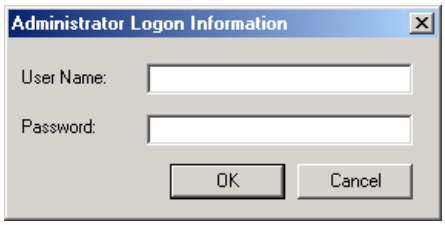
22 Click the **Next** button.
The installation progress bar appears and indicates that files are being copied.



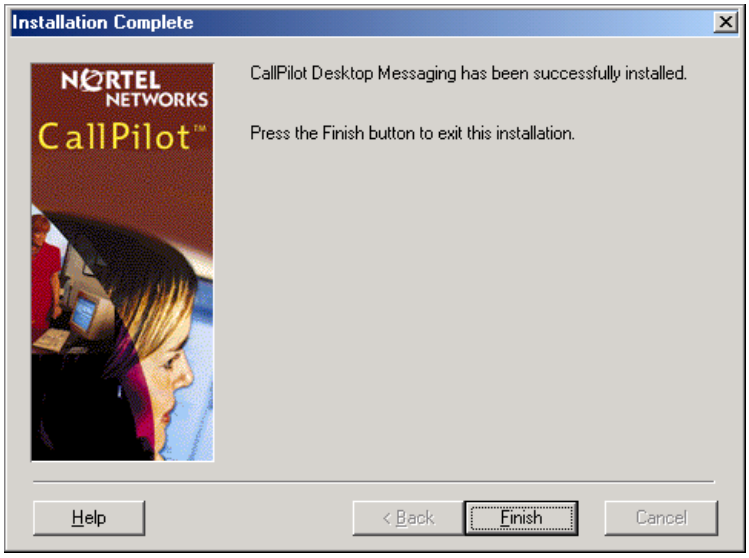
23 Click the **Finish** button to complete the installation.
If you chose to install the fax printer driver, the Fax Printer Driver dialog box appears.

Fax Printer Driver
You must know the administrator logon name and password for this computer to install the fax printer driver.
Continue fax printer driver installation?
Yes
No

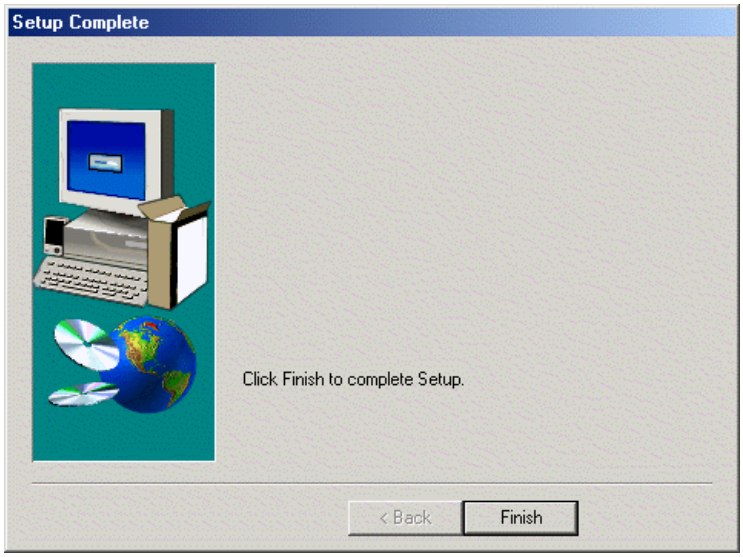
24 Click the **Yes** button to continue.
The Administrator Logon Information dialog box appears. If you are already logged on with administrative privileges, this dialog box does not appear and you can go to step 27.



25 Enter your user name and password, and click the **OK** button.
The Installation complete screen appears.



26 Click the **Finish** button. The Setup Complete screen appears.



27 Click the **Finish** button.

Setting the default email client

After you install Unified Messaging, you must set the default email client.

To set the default email client

1. Click the Windows **Start** button, point to **Settings** and click **Control Panel**.
   The Control Panel window appears.
2. Double click the **Internet Options** icon.
   The Internet Properties window appears.
3. Click the **Programs** tab.
4. In the **E-mail** list box, make sure the client that is displayed is the e-mail client you are using. If another email client is displayed, select the correct email client from the **E-mail** list box, click the **Apply** button and click the **OK** button.

Configuring mail delivery folders for Outlook

Microsoft Outlook is automatically configured when you install Unified Messaging. By default, CallPilot messages are stored in a separate message store from the Outlook Inbox. Nortel Networks recommends that subscribers keep their CallPilot messages separate from their Outlook messages. By keeping CallPilot messages separate, it is easier to prioritize messages and identify message types.

If the subscriber requests it, you can configure Outlook to store all incoming email and CallPilot messages in the CallPilot message store. Note: If you configure the email client to deliver messages to the CallPilot Inbox, all email messages are stored on the subscriber's hard drive. After the message is delivered, the messages no longer resides on the Exchange server.

To specify where to deliver e-mail messages

1. On the Outlook window, on the **Tools** menu click **Services**
   or
   if you use Outlook XP, open the Address Book, and on the **Tools** menu click **Services**.
   The Services dialog box appears.
2. Click the **Delivery** tab.
3. From the **Deliver new mail to the following location** list, select **CallPilot Transport** and click the up arrow to move it to the top of the list.
4. Click the **OK** button.

Configuring Outlook 2002

Outlook 2002 handles mail accounts differently than previous versions of Outlook. This section describes how to configure the Unified Messaging options for Outlook 2002.

To set Unified Messaging options

1. In Outlook, on the **Tools** menu, click **E-mail Accounts**.
   The E-mail Accounts wizard appears.
2. Choose **View or change existing e-mail accounts**, and then click **Next**.
3. In the e-mail account list, choose **CallPilot Desktop Messaging**, and then click **Change**.
   The Desktop Messaging options dialog box appears.
4. Make changes to Unified Messaging settings, as required, and then click the **OK** button.
5. Click **Finish** to exit the E-mail Accounts wizard.

Using Outlook 2002 as an Internet mail client

In Outlook 2002, Corporate mode and Internet Mail do not exist. Instead, the subscriber can manage all Exchange server, IMAP and POP server, and Web-based e-mail accounts from the same interface.

This section describes how to configure Outlook 2002 as an Internet mail client that works with Unified Messaging for Internet Mail clients.

If the subscriber uses Unified Messaging with an Exchange server, you should install Unified Messaging for Outlook on their computer. The Unified Messaging installation program automatically configures Outlook with the required settings.

To define the CallPilot mailbox settings

1. In Outlook, on the **Tools** menu click **E-mail Accounts**.
   The E-mail Accounts wizard appears.
2. Select **Add-a new e-mail account**, and then click **Next**.
   The E-mail Servers page appears.
3. Select **IMAP**, and then click **Next**.
   The Internet E-mail Settings (IMAP) page appears.
4. Specify the settings for the subscriber's CallPilot mailbox.
   - **User Information**—Type the subscriber's name and CallPilot address in the boxes. Enter the address in the form:

     <SMTP/VPIM prefix><mailbox number>@<local CallPilot server>
   - **Logon Information**—Type the subscriber's CallPilot mailbox number and password in the boxes.

- Do not select the **Log on using Secure Password Authentication (SPA)** check box.
- **Server Information**—Enter the CallPilot fully qualified domain name (FQDN) for both the incoming and outgoing servers.

5 Click **Next**.
A message appears that confirms the changes.

6 Click **Finish**.

To configure access to the CallPilot Address Book

1 In Outlook, on the **Tools** menu click **E-mail Accounts**.
The E-mail Accounts wizard appears.

2 Select **Add a new directory or address book**, and then click the **Next** button.

3 Select **Internet Directory Service (LDAP)** and then click the **Next** button.

4 In the **Server Name box**, type the CallPilot FQDN.

5 Click the **More Settings** button.
A message appears that says that the account you created will not start until you restart Outlook.

6 Click the **OK** button.

7 Under the **Search** tab in the **Search Base** box, type *ou=users,ou=callpilot.*

8 Click the **OK** button.

9 Click the **Next** button.
A message appears that confirms the changes.

10 Click the **Finish** button.

To configure text formatting

1 In Outlook, on the **Tools** menu click **Options**.

2 Click the **Mail Format** tab.

3 In the **Message Format** section, select **Plain Text**.

4 Click **OK**.

Configuring Novell GroupWise

This section is an overview of how GroupWise is integrated with CallPilot. For information on how to use GroupWise to address, compose, open, delete, and perform other CallPilot operations, refer to the *Unified Messaging Quick Reference Guide* or the online Help.

Note: If the subscriber uses Novell GroupWise they must have Windows Messaging 4.0 installed on their computer. This is normally the case when Windows is installed on a computer. However, if Windows Messaging 4.0 is not installed, the GroupWise installation gives you these options:

- Install the complete Windows Messaging system.
- Leave Windows Messaging as is.

Install the Complete Windows Messaging system even if Windows Messaging is already installed. This ensures that the GroupWise option is available during Unified Messaging installation.

After you install GroupWise, you must configure it for Unified Messaging.

Removing the CallPilot Message Store

When you install Unified Messaging on the computer of a subscriber who uses GroupWise, the CallPilot Message Store folder is added to the subscriber's GroupWise mailbox.

You or the subscriber can use this procedure to remove the CallPilot Message Store from GroupWise.

To remove the CallPilot Message Store

1. Click the Windows **Start** button, point to **Settings** and click **Control Panel**.
   The Control Panel window appears.
2. Click the **Add/Remove Programs** icon.
   The Add/Remove Programs Properties dialog box appears.
3. In the list select **CallPilot Unified Messaging for Novell GroupWise**.
4. Click the **OK** button.

Configuring GroupWise for Unified Messaging

1. Start GroupWise.
2. On the **Tools** menu click **CallPilot**, point to **CallPilot Configuration**, and click **CallPilot Configuration Menu**.
   The CallPilot Unified Messaging dialog box appears.
3. In the **Server** box enter the Business Communications Manager system name or IP Address.

4 In the **SMTP/VPIM prefix** box **enter** the SMTP/VPIM prefix of the subscriber's address. If the Network Messaging option is not enabled leave this box blank. If Network Messaging is installed, enter the value in CallPilot Manager, in the Digital Networking Properties page, in the Local Prefix box.

5 In the **Mailbox** box, enter the subscriber's mailbox number.

6 At **Check for new messages** (Automatically/Manually), if the subscriber uses ISDN or dialup, select **Manually**. This option saves on toll charges by not continuously checking for new messages on the Business Communications Manager system.

7 Select **Include original message header when forwarding or replying**. This adds header information to each forward or reply, so that Unified Messaging messages are consistent with other email messages. Subscribers can disable this feature if they wish to.

Note: Business Communications Manager treats the attached text header of a voice message as a fax when accessed from the telephone.

8 Select the **Remember password** check box if the subscriber does not want to enter their password each time they log on.

9 Click the **Address Book** tab.

10 In the **Path** box enter the location of the local CallPilot address book.

11 From the **Order** list box, select the order in which you want the names to be displayed in the address book.

12 Select the **Remind me to download address book every __ day(s)** if subscribers want to download addresses automatically from the system. The default is every 20 days. Subscribers can change the number of days, if they want to. If subscribers do not want to download the address book, do not select this check box.

13 If you want to download the address book now, click the **Download now** button. **S**ubscribers can click this button whenever they want to download the address book.

14 Click the **Apply** button.

15 Click the **Audio** tab.

16 Select the **Choose audio device before each audio session** check box if the subscriber does not use either the telephone or computer to listen to their messages on a regular basis.

17 Click the **Download file before playing** check box if the subscriber wants to download messages before they play them. After the message downloads, the subscriber can play the message additional times without delay, and use GroupWise to forward it to another CallPilot subscriber.

18 From the **Audio device** setting, select either **Computer** or **Telephone** as the playback and recording device. If you select **Telephone**, enter a telephone number and click **Add**. All telephone numbers are stored, which is useful if the subscriber listens to or records messages from multiple locations.

19 Click the **Apply** button.

20 Click the **Volume Control** tab.

21 Select the default speaker and microphone volumes from this tab. The microphone level can be changed only from this dialog box. The subscriber can change the volume level and the volume control on the player from this dialog box. The selected volume level is used for future player sessions.

22 Click **OK** to save your changes and close the dialog box.

Configuring Lotus Notes

Updating the Mail database

In Lotus Notes, the Mail database design determines which messages appear in the Notes message list. There are two ways to update the database design for Desktop Messaging:

- **automatic update**: this updates the database automatically when you install Unified Messaging (recommended).
- **manual update**: you or the subscriber must update the database manually after you install Desktop Messaging.

We recommend the automatic update option. It provides the optimal configuration for message storage, is compatible with customized database designs, and does not require any manual updates to the database design.

Updating the database automatically

To automatically update the Mail database, select the Update Lotus Notes Databases option when you install Unified Messaging. When the installation is complete, Unified Messaging is ready to use and does not require any manual changes to the Mail database.

When you use this update method, Lotus Notes stores CallPilot messages in a separate folder. This configuration lets users easily prioritize CallPilot messages since they are not mixed with other e-mail messages.

Updating the database manually

You should update the database design manually only if:

- the subscriber wants CallPilot messages stored in the same Inbox as their Lotus Notes e-mail messages
- the subscriber's database design has not been customized, and the subscriber does not intend to customize the database design in the future
- you are familiar with modifying Lotus Notes database design

To perform a manual update, you must replace the current database design using a CallPilot template. Replacement of the database design removes any customization in the current database design.

To update the Mail database design manually

1. Start Lotus Notes.
2. On the **Help** menu select **About Notes Desktop**.
   Make a note of the version of Lotus Notes.
3. Click the **Mail** database. The Mail database has the subscriber's name and the envelope icon.

4 On the **File** menu, click **Database**, and then click **Replace Design**.
The Replace Database Design dialog box appears.

5 Select **Template Server**.
The Template Server window appears.

6 Select **Local**, and then click **OK**.

7 Select the **Show advanced templates** check box.

8 From the list box, select the version of CallPilot Mail for the version of Lotus Notes that you use.

9 Click **Replace**.
A message appears that asks you to confirm your request to change the database view.

10 Click **Yes**.

Removing password prompts

By default, Lotus Notes prompts for a Notes password when you access an application linked to Lotus Notes. This means that when Unified Messaging for Lotus Notes is installed, the subscriber must enter their Notes password twice: when they start Lotus Notes, and the first time they access the Unified Messaging folder during the Lotus Notes session. If they want to remove the Lotus Notes password prompt for Unified Messaging, give them this procedure.

To remove the Lotus Notes password prompt for Unified Messaging

Lotus Notes 5.0:

1 In Lotus Notes, on the **File** menu click **Tool s** and click **User ID**.
The Enter Password dialog box appears.

2 Type your **Notes** password, and then click the **OK** button.
The User ID dialog box appears.

3 Select the **Don't prompt for a password from other Notes-based programs** option, and then click the **OK** button.

Lotus Notes 6.0:

1 In Lotus Notes, on the **File** menu, click **Security** and click **User Security**.

2 Type your Notes password, and then click the **OK** button.

3 Select the **Don't prompt for a password from other Notes-based programs** option, and then click the **OK** button.

Configuring Internet Mail clients

CallPilot Unified Messaging supports these Internet mail clients:

- Outlook Express
- Outlook in Internet mail mode
- Netscape Messenger
- Eudora Pro

Note: You must use at least the minimum supported version of the Internet mail client. In particular, Netscape Messenger versions earlier than 4.5 are incompatible with CallPilot Unified Messaging. Your Information Systems administrator can give you more information on upgrading your Internet mail client.

You need the following information to configure your Internet mail client:

- the FQDN or IP address of the Business Communications Manager system
- the subscriber's CallPilot mailbox number and password
- the SMTP/VPIM prefix of the Business Communications Manager system. If you use Message Networking, include this prefix. Enter the value from the Local Prefix box of the Digital Networking Properties page in CallPilot Manager.

You can provide this information to subscribers if you want them to configure the client.

Configuring Outlook Express or Outlook in Internet Mail mode

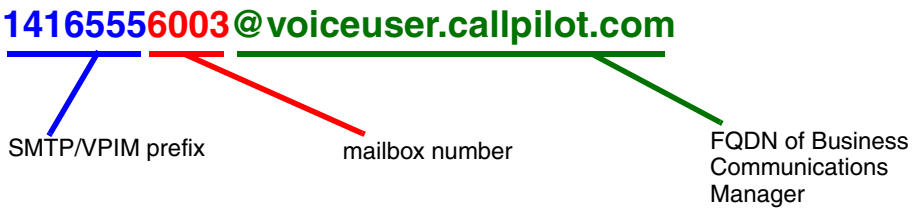
If your Internet mail client is Microsoft Outlook Express or Outlook, use the following procedures. Depending on the internet client you use, the options you see can be slightly different.

Configuring an IMAP account on Outlook or Outlook Express

1. Start Outlook.
2. On the **Tools** menu:
   - if you use Outlook 98 select **Accounts**
   - if you use Outlook 2000 select **Services**
   - if you use Outlook 2002 select **E-Mail Accounts**

   The Internet Accounts screen appears.
3. Click **Add**, and then click the **Mail** option.
   The Internet Connection Wizard starts up.
4. In the **Display name** box type your name.
5. Click the **Next** button.
   The Internet Connection Wizard - Internet E-mail Address screen appears.

6 In the **E-mail address** box type the subscriber's CallPilot mail address in the form



- 1416555 is the SMTP/VPIM prefix. If you use Message Networking, include this prefix.
- 6003 is the CallPilot mailbox number
- voiceuser.callpilot.com is the FQDN of the Business Communications Manager system. If your network does not use DNS, enter <hostname>.localdomain as the FQDN (where the hostname is that of the Business Communications Manager system).

7 Click the **Next** button.
The E-Mail Server Names screen appears.

8 From the list box choose **IMAP** as the incoming mail server type.

9 In the **Incoming mail server** box type your FQDN.

10 In the **Outgoing mail server** box type your FQDN.

11 Click the **Next** button.
The Internet Mail Logon screen appears with the subscriber's IMAP account name displayed.

12 In the **Password** box type the subscriber's CallPilot mailbox password.
Do not select the Log on using Secure Password Authentication (SPA) check box.

13 Click the **Next** button.
The Internet Connection Wizard - Internet Mail Logon screen appears.

14 In the **Account name** box type the subscriber's SMTP/VPIM prefix and mailbox number.

15 In the **Password** box type the subscriber's mailbox password.

16 Click the **Next** button.
The Internet Connection Wizard - Congratulations screen appears.

17 Click the **Finish** button and close the Internet Accounts screen.
A message appears that asks if you want to download folders from the mail server you added.

18 Select the **Yes** button to download the folder list for the IMAP account that you just created
or
select the **No** button if you do not want to download the folder list at this time.
Tip: To make changes to your new IMAP account, select the account name and click Properties to display the Properties page.

19 Click the **OK** button.

Configuring an LDAP directory service for Outlook Express or Outlook

Depending on the internet client you use, the options you see can be slightly different.

1. Start Outlook.
2. On the **Tools** menu, click **Accounts**.
   The Internet Accounts screen appears.
3. Click the **Directory Service** tab.
4. Click the **Add** button and click **Directory Service**.
   The Internet Connection Wizard starts.
5. In the **Internet directory (LDAP) server** box type the FQDN or IP address of the Business Communications Manager system.
   Do not select the My LDAP server requires me to log on check box.
6. Click the **Next** button.
   The Internet Connection Wizard - Check E-mail Addresses screen appears.
7. If the subscriber wants to check for addresses in the CallPilot LDAP directory when they address messages, select **Yes**.
8. Click the **Next** button.
   The Internet Connection Wizard - Congratulations screen appears.
9. Click the **Finish** button.
   The Internet Accounts screen appears.
10. Click the **Properties** button, and then click the **Advanced** tab.
11. If your network is slow, move the slide bar under **Search timeout** toward **Long** to increase the timeout.
12. If the subscriber expects to do directory searches that return more matches than the number shown, increase the number in the **Maximum number of matches to return** box.
13. In the **Search base** box type the search base for the CallPilot directory.
    The search base is *ou=users,ou=callpilot*.
14. Click the **OK** button.
    The Internet Accounts screen appears again.
15. If the subscriber wants to check for addresses in the CallPilot LDAP directory, click the **Set Order** button. The Directory Services Order screen appears. If necessary, use the **Move Up** or **Move Down** buttons to position the CallPilot LDAP directory in the search order.
16. Click the **OK** button.
    The Internet Accounts screen appears.
17. Click the **Close** button.

Configuring special settings for Outlook Express or Outlook in Internet Mail mode

1. Select the settings for the type of Outlook the subscriber uses.
   - If the subscriber uses Outlook Express:
     a. On the **Tools** menu, click **Options**.
     The Options screen appears.
     b. Click the **Send** tab.
     c. From **Mail sending format**, select **Plain Text**.
     d. Click the **Plain Text Settings** button.
     The Plain Text Settings screen appears.
     e. From **Message format**, select **MIME**.
     f. From the **Encode text using** list box, select **None**.
     g. Click the **OK** button.
     h. Click the **OK** button.
   - If the subscriber uses Outlook 98:
     a. On the **Tools** menu, click **Options**.
     b. Click the **Mail Format** tab.
     c. From **Send in this message format**, select **Plain Text**.
     d. Click the **OK** button.
2. If the subscriber has addresses from the CallPilot LDAP directory in their Outlook Express or Outlook 98 personal address book:
   - In the Address Book, right-click the recipient's name.
   - Select **Properties**, and then select the **Name** tab.
   The Properties screen appears.
   - Select the **Send E-Mail using plain text only** check box.
   - Click the OK button.

Testing the Outlook Express or Outlook in Internet Mail mode IMAP account

1. Use your telephone to log on to your CallPilot mailbox.
2. Compose a test voice message and send it to the subscriber.
3. Have the subscriber check that the message appears in their Outlook or Outlook Express Inbox.

Configuring Netscape Messenger

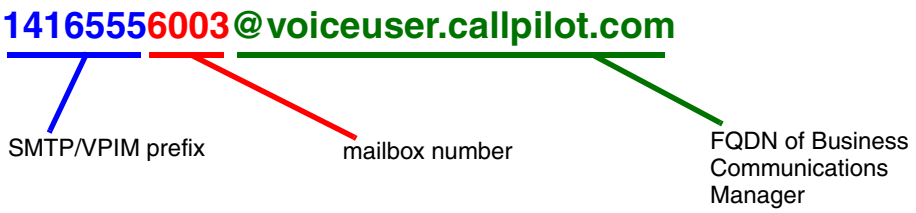
If the subscriber uses Netscape Messenger as their Internet Mail client, use these procedures for configuration.

Notes:

- If the subscriber uses Netscape with POP for email, Netscape cannot be configured with IMAP at the same time. You must set up a different Netscape subscriber profile.
- If the subscriber uses Netscape for their email, Netscape cannot be configured to send mail to CallPilot, since only one SMTP server can be configured. You must set up a different Netscape subscriber profile.
- You need Netscape Messenger 4.5 or later. Netscape Messenger versions prior to 4.5 are incompatible with Unified Messaging.

Configuring an IMAP account on Netscape Messenger

1. Start Netscape Messenger.
2. On the **Edit** menu, select **Preferences**.
3. From the **Mail & Newsgroups** category, select **Identity**.
   The Preferences screen appears.
4. In the **Your name** box, type the subscriber's name.
5. In the **Email address** box enter the subscriber's email address in the form



   - 1416555 is the SMTP/VPIM prefix.
   - 6003 is your CallPilot mailbox number
   - voiceuser.callpilot.com is the FQDN of the Business Communications Manager system. If your network does not use DNS then use <hostname>.localdomain as the FQDN (where hostname is that of the Business Communications Manager system).
6. From the **Mail & Newsgroups** category, select **Mail Servers**.
   The Preferences screen appears.
7. Click the **Add** button.
   The Mail Servers Properties screen appears with the General tab displayed.
8. In the **Server Name** box type the FQDN of the Business Communications Manager system.

9 In the **User Name** box type the part of the subscriber's CallPilot mail address that comes before the @ sign.

10 In the **Check for mail every ___ minutes** box type how frequently you want Netscape Messenger to check for new messages.

11 Select the **IMAP** tab.

12 From **When I delete a message**, select **Mark it as deleted**.

13 Select the **Clean up ("Expunge") Inbox on exit** check box.

14 Click the **OK** button.
You return to the Mail Servers screen.

15 In the **Outgoing mail (SMTP) server** box type the FQDN or IP address of the Business Communications Manager system.

16 In the **Outgoing mail server user name** box type the FQDN or IP address of the Business Communications Manager system.

17 From the **Mail & Newsgroups** category, select **Addressing**.

18 From **Pinpoint Addressing**, select both **Address Books** and **Directory Server**.

19 From the **Mail & Newsgroups** category, select **Messages**.

20 From the **By default, forward messages** list box, select **As Attachment**.

21 From **Send messages that use 8-bit characters**, select **Using the "quoted printable" MIME encoding**.

22 From the **Mail & Newsgroups** category, select **Copies and Folders**.

23 Make sure all the check boxes are clear.

24 From the **Mail & Newsgroups** category, select **Formatting**.

25 From **Message formatting**, select **Use the plain text editor to compose messages**.

26 From the **Mail & Newsgroups** category, select **Return Receipts**.

27 From **If I request a receipt when sending a message, I want**, select **A delivery receipt from the receiving server (DSN)**.

28 From **When a receipt arrives**, select **Leave it in my Inbox**.

29 Click the **OK** button.

Configuring an LDAP directory service for Netscape Messenger

1. Start Netscape Messenger.
2. On the **Communicator** menu, select **Address Book**.
   The Address Book screen appears.
3. On the **File** menu, select **New Directory**.
   The Directory Server Property screen appears.
4. In the **Description** box, type a descriptive name for the subscriber's CallPilot directory service.
5. In the **LDAP server** box, type the FQDN of the Business Communications Manager system.
6. In the **Search Root** box, type the search base.
   Use the search base *ou=suers,ou=callpilot*
7. Click the **OK** button.

Testing the Netscape Messenger IMAP account

1. Use your telephone to log on to your CallPilot mailbox.
2. Compose a test voice message and send it to the subscriber.
3. Have the subscriber check that the message appears in Netscape Messenger.

Configuring Netscape Messenger to store messages locally

You must configure subscribers' accounts to store messages locally rather than on the IMAP server.

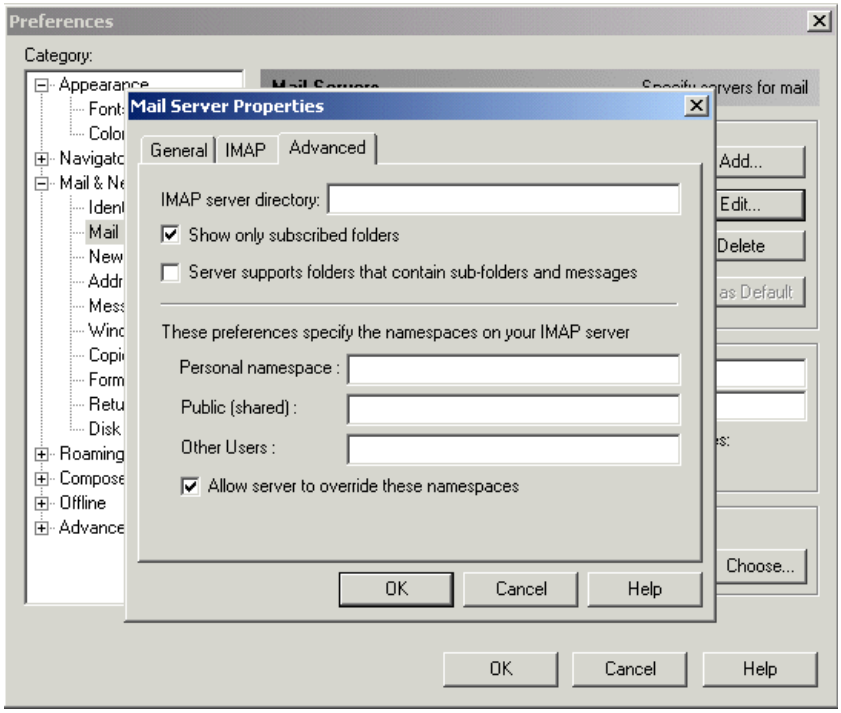
To configure Netscape Messenger 4.7x

1 On the **Preferences** menu click **Edit**.
The Preferences dialog box appears.

2 In the left frame, expand the **Mail and Newsgroups** heading.

3 Click the **Mail Service** heading.
In the right frame the Incoming Mail servers settings appear.

4 Select the first mail server listed (identified as "default"), and click the **Edit** button.
The Mail Server Properties dialog box appears.



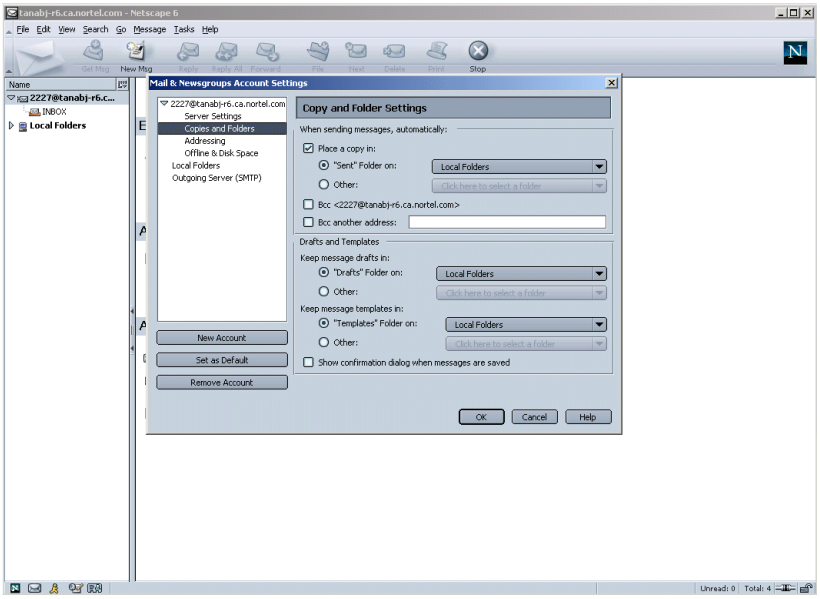
5 Click the **Advanced** tab.

6 Make sure the **Server supports folders that contain sub-folders and messages** check box is clear.

7 Click the **OK** button.

To configure Netscape Messenger 6.2x

1 On the **Edit** menu click **Preferences**.
The Mail & Newsgroups account settings dialog box appears.



2 At the **Place a copy** in setting, select **Sent Folder on** and from the list box select **Local Folders**.

3 At the **Keep Messages and Drafts in** setting, select **Drafts Folder on** and from the list box select **Local Folder**s.

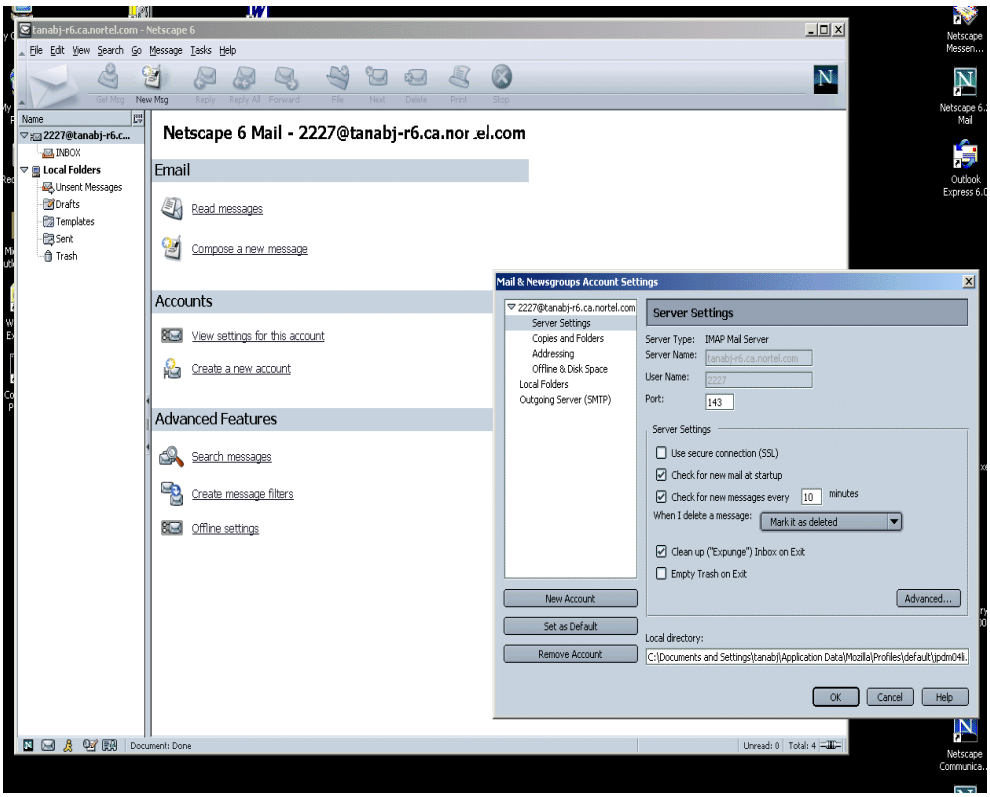
4 At the **Keep Message Templates** in setting, select **Templates Folder on** and from the list box select **Local Folder**s.

5 Click the **OK** button.

Configuring Netscape Messenger deletions

If a subscriber uses Netscape Messenger 6.2x, you must configure their inbox to handle message deletion.

1 On the **Edit** menu click **Preferences**.
The Mail & Newsgroups account settings dialog box appears.



2 From the **When I delete a message** list box, select **Mark it as deleted**.

3 Select the **Clean up ("Expunge") mailbox on exit** check box.
This will cause messages to be marked as deleted in the client and the telset when they are deleted from Netscape. When the Netscape 6 client is closed or a telset session is logged out when messages are marked as deleted, the messages will be physically deleted.

4 Click the **OK** button.

Configuring Eudora Pro

To change any part of this configuration after it is complete, on the **Tools** menu click **Options** to display the configuration screens.

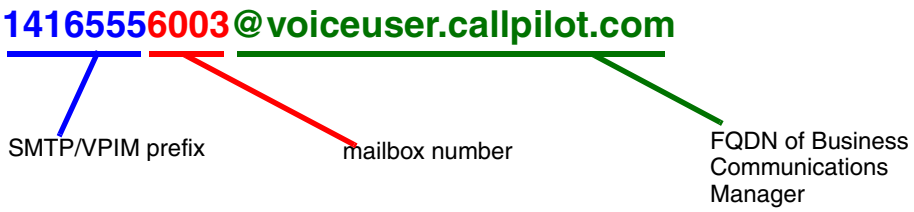
Configuring an IMAP account on Eudora Pro

1. Double click the **Eudora Pro** icon.
   The New Account Wizard - Welcome to Eudora Pro! screen appears.
2. Click the **Next** button.
   The New Account Wizard - Account Settings screen appears.

> **Note:** If you have another IMAP account for your CallPilot mailbox, you can import the settings. This configuration assumes that the Eudora IMAP account is a new configuration.

3. From **Would you like to**, select **Create a brand new email account**.
4. Click the **Next** button.
   The New Account Wizard - Personal Information screen appears.
5. In the **Your Name** box, type the subscriber's name.
6. Click the **Next** button.
   The New Account Wizard - E-Mail Address screen appears.
7. In the **E-Mail Address** box type the subscriber's CallPilot mail address.

   Enter the subscriber's email address in the form



   - 1416555 is the SMTP/VPIM prefix
   - 6003 is the subscriber's CallPilot mailbox number
   - voiceuser.callpilot.com is the FQDN of the Business Communications Manager system. If your network does not use DNS, use <hostname>.localdomain as the FQDN (where hostname is that of the Business Communications Manager system).
8. Click the **Next** button.
   The New Account Wizard - Logon Name screen appears.

9 Check that the **Logon Name** box contains the part of the subscriber's CallPilot mail address that comes after the @ sign, and click the **Next** button.
The New Account Wizard - Incoming E-Mail Server screen appears.

10 Check that the Incoming Server box contains the FQDN of the Business Communications Manager system.

11 From **Please choose whether the server for your incoming mail uses POP or IMAP**, select **IMAP**, and click the **Next** button.
The New Account Wizard - IMAP Location Prefix screen appears.

12 Click the **Next** button without entering a location prefix.
The New Account Wizard - Outgoing E-Mail Server screen appears.

13 Check that the **Outgoing Server** box contains the FQDN or IP address of the Business Communications Manager system, and then click the **Next** button.

14 Click the **Finish** button.

15 On the menu bar, on the **Tools** menu click **Options**.

16 From the **Category** heading click the **Attachments** icon.
The Options screen appears.

17 From **Encoding method**, select **MIME**.

18 From the **Category** heading, click the **Styled Text** icon.

19 From the **When sending mail with styled text (HTML)**, select **Send plain text only**.

20 Click the **OK** button.
You return to the main screen.

Configuring an LDAP directory service for Eudora Pro

1. Start Eudora Pro.
2. On the **Tools** menu click **Directory Services**.
3. From the **Protocols** box, select **LDAP**.
4. Click the **New Database** button.
   The Modify Database screen appears.
5. Click the **Network** tab.
6. In the first box, type a descriptive name for the CallPilot directory service.
7. In the **Host Name** box, type the FQDN or the IP address of the Business Communications Manager system.
8. Click the **Search Options** tab.
9. If your network is slow, move the slide bar under **Search timeout** toward **Long** to increase the timeout.
10. In the **Search Base** box type the search base for the CallPilot directory. The search base is *ou=users,ou=callpilot*
11. Click the **OK** button.
    You return to the Directory Services screen.

Testing the Eudora Pro IMAP account

1. From your telephone to log on to your CallPilot mailbox.
2. Compose a test voice message and send it to the subscriber.
3. Have the subscriber check that the message appears in their Eudora Pro client.

Chapter 4
Troubleshooting

This chapter is about:

- Troubleshooting during installation
- Troubleshooting log on problems
- Troubleshooting Outlook 2002 problems
- Troubleshooting Lotus Notes log on problems
- Troubleshooting after logging on
- Internet Mail client error messages
- Accessing Unified Messaging online Help
- Using Unified Messaging Support Tools
- CPTrace

This chapter discusses problems that subscribers can experience with Unified Messaging. The troubleshooting information is divided into problems and suggested solutions. Based on the expertise of subscribers, you can ask them to do some of the troubleshooting procedures.

If the suggested solution does not correct the problem, contact your Nortel Networks representative.

The problems discussed here apply to all clients unless otherwise noted. Perform the suggested solutions from the desktop computer, or, where noted, the Business Communications Manager system or administration client.

Troubleshooting during installation

Before you begin to install Unified Messaging for Microsoft Outlook, GroupWise, or Lotus Notes, you require:

- the subscriber's CallPilot mailbox number
- the fully qualified domain name of the Business Communications Manager system
- the SMTP/VPIM prefix of the Business Communications Manager system

Note: Before you install Unified Messaging, make sure the Integrated Client (Microsoft Outlook, GroupWise, or Lotus Notes) is working properly.

Obtaining the Unified Messaging version number

1. If the subscriber cannot log on, but you require the CallPilot version number, navigate to: windows\system\nmdcva.exe
2. Right click the file and select **Properties**.
   The Properties page appears.

3 Select the **Version** tab.
The version number for Unified Messaging is displayed.

Microsoft Outlook default mail client

You see the error message when you install Unified Messaging: “Either Outlook is not the default mail client or there is no default mail client to fulfill the current request.” If Outlook is installed on the subscriber’s computer but they do not want Outlook to be their default mail client, they can change to another client after Unified Messaging is installed.

To define Outlook as the default mail client:

1 Click the Windows **Start** button, point to **Settings** and click **Control Panel**.
The Control Panel window appears.

2 Double-click the **Internet Options** icon.
The Internet Properties dialog box appears.

3 Click the **Programs** tab.

4 From the **E-mail** list box, select **Microsoft Outlook**.

5 Click the **OK** button.

Image Viewer is not installed

Subscribers need Imaging for Windows to view and compose faxes. During installation, CallPilot checks for Imaging for Windows. If it is not installed, you can install it later.

To install Imaging for Windows:

1 Click the Windows **Start** button, point to **Settings** and click **Control Panel**.
The Control Panel window appears.

2 Click the **Add/Remove Programs** icon.
The Add/Remove Programs Properties dialog box appears.

3 Click the **Windows Setup** tab.

4 Double click **Accessories**.

5 In the list, make sure that **Imaging** is selected.

6 Click the **OK** button.

Note: Imaging for Windows is not included on Windows XP. If you are installing Unified Messaging on a Windows XP computer, the subscriber can view fax files in the default XP fax viewer by double-clicking the fax icon. Subscribers are limited to creating one fax image at a time using the fax driver.

Imaging for Windows for Windows XP can be purchased from www.eistream.com.

No authorization to perform this operation

Subscribers must have Manager or Designer access control of the mail database to install Lotus Notes Unified Messaging. The Lotus Notes administrator sets this control on the server for each subscriber. The default is Manager access.

To determine the level of access control for a subscriber:

1. From the subscriber's Lotus Notes Mail database, click **File**, click **Database**, and click **Access Control**.
2. Click the subscriber's name in the displayed list.
   The subscriber's access control level appears in the Access box. The choices are Manager, Designer, Editor, Author, Reader, Depositor, and No Access.
   For a subscriber to install Unified Messaging, Manager or Designer must be displayed.
3. If neither Manager nor Designer is selected:
   - you must temporarily give the subscriber Manager or Designer access

   or
   - the Lotus Notes administrator must manually update the Mail database from the server for each subscriber who needs CallPilot access

This update creates a new view, CallPilot Unified Messaging, in Lotus Notes.

To update a CallPilot subscriber Mail database from the server:

1. Install CallPilot Unified Messaging on the Lotus Notes server computer by running **Server**, **setup.exe**.
2. Start **Update database design**.
3. To locate the Update database design program, click **Start**, point to **Programs**, point to **Nortel CallPilot Desktop** and click **Update database design**.
4. From **Update CallPilot Mail databases**, select **Add CallPilot components** or R**emove CallPilot components**.
5. Click **OK**.
6. From the **Select database(s)** dialog box, select one or a group of mail files to update.
7. Click the **OK** button.

Fax Printer Driver does not install

If a subscriber is installing Unified Messaging and they try to install the Fax Printer Driver, the fax driver installation fails after the subscriber is prompted for the administrator user name and password. (Unified Messaging still installs correctly.) This failure occurs if the client PC is running Windows 2000 with SP4 or later, and the subscriber performing the install does not have administrator privileges.

To resolve this, you must alter the security policy of the subscriber performing the install to include the user the right to impersonate a client after authentication. Refer to the online Microsoft Knowledge Base article Q821546 for more information.

Troubleshooting log on problems

Invalid credentials

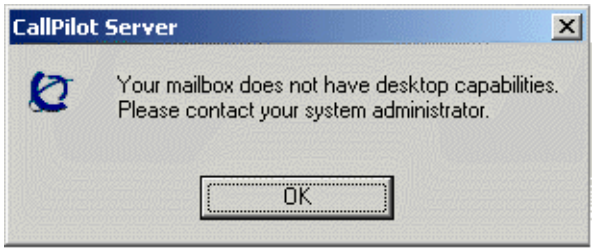
The subscriber sees messages such as “Invalid credentials. Please retry” or “The server could not be located. Please Retry.”

1. On the subscriber’s computer, check that Unified Messaging is configured with the proper settings. Verify that the following information is correct:
   - mailbox number
   - fully qualified domain name (FQDN) or IP address of the Business Communications Manager system
   - the SMTP/VPIM prefix of the Business Communications Manager system
2. Check that you can log on from the telephone using the same mailbox number and password.
3. Verify that you have network connectivity to the Business Communications Manager system.

   For example, issue a network command to the Business Communications Manager system exactly as it appears in your Unified Messaging configuration. Try to ping using the DOS prompt, and ensure that you receive a valid response from the Business Communications Manager system. If you do not have network connectivity to the Business Communications Manager system, you are not able to access Unified Messaging.
4. Ensure that DNS is configured on this computer. Under TCP/IP properties, select the DNS tab. Ensure that a DNS server is listed. Verify that it is the correct IP address for the DNS server.
5. Check with the DNS administrator whether the server name is in the DNS server. Verify that the correct hostname is configured in the DNS server.
6. The following actions can be taken to resolve this situation:
   - The CallPilot FQDN must be properly configured in the DNS server.
   - Refer to “Configuring environments without a DNS” on page 13 for instructions on configuring CallPilot Unified Messaging in an environment with no DNS server.

No desktop capabilities

The subscriber tries to log on and sees this message:



If this occurs, make sure that:

- you have enabled enough desktop messaging keycodes. If there are not enough keycodes enabled the subscriber will be able to login to the mailbox via the telephone interface but not the desktop.
- there are enough mailbox keycodes enabled to support the number of mailboxes that are initialized in the system. If you have used all the mailboxes available on your system the subscriber will not be able to log on to their mailbox from the telephone or desktop.

CallPilot Logon Failure

The subscriber sees a message that their computer is not connected to the network.

Microsoft
Outlook
CallPilot Logon Failure
Your computer does not appear to be connected to the network.
Would you like to retry the connection or work offline?
Retry
Work offline
54187-640-0413303-17775
Copyright© Microsoft Corporation 1995-2001.
All rights reserved. This program is protected by US and international copyright laws as described in Help About.

Tell the subscriber to contact their network administrator.

Troubleshooting Outlook 2002 problems

These are issues with how Unified Messaging works with Outlook 200. These issues should be resolved with a future Outlook service release patch from Microsoft.

Sending messages

When a subscriber who uses Outlook 2002 creates a CallPilot message in the CallPilot window, Outlook does not automatically send the message when the subscriber clicks the Send button. To send the message, the subscriber must click the Send/Receive button on the Outlook toolbar. We recommend subscribers install Outlook SP 1 from Microsoft, which fixes this issue.

Accessing CallPilot support tools in Outlook 2002

This section describes how to use CallPilot support tools specific to Unified Messaging for Outlook 2002.

To reset the CallPilot Message Store in Outlook 2002

1. On the subscriber's computer, press the **Ctrl** and **Shift** keys.
2. In Outlook, on the **Tools** menu, click **Send/Receive**, **Accounts**, **CallPilot Transport**.
3. Continue to press the **Ctrl** and **Shift** keys until the CallPilot Reset Mailbox dialog box appears.
4. Click **Reset Mailbox**.

To access the Outbox Fix utility in Outlook 2002

1. In Outlook, on the **Tools** menu click **E-mail accounts**.
   The E-mail Accounts wizard appears.
2. Select **View or change existing e-mail accounts**, and then click **Next**.
3. In the e-mail account list, select **CallPilot Unified Messaging**.
4. While you press the **Ctrl** and **Shift** keys, click **Change**.
   The CallPilot Outbox Fix dialog box appears.
5. Click **Fix outbox**.

Troubleshooting Lotus Notes log on problems

When Unified Messaging is installed, Unified Messaging appears under Folders and Views. In the Personal Name and Address Book on Local database, two new views are created:

- Groups (CallPilot)
- People (CallPilot)

Note: In Lotus Notes 5.0 these views are accessible only from the View menu. In Lotus Notes 5.0 subscribers must log on to CallPilot before they can download the address book.

In Lotus Notes 6.0 these views are accessible from the Contacts menu.

Subscribers cannot see CallPilot Unified Messaging

When the subscriber logs on, they do not see Unified Messaging.

1. Verify that the subscriber is in **Folders and Views**.
2. If they do not see Unified Messaging and they are in Folders and Views, ask the subscriber to uninstall the current version of CallPilot, and then reinstall it. When they reinstall, tell them to make sure that when they reach the Ready to Install window they select the Update Lotus Notes databases check box.

Note: Even if the subscriber does not select the check box, you can manually update the Mail database design.

Replace the Mail database design only if you have not customized Lotus Notes. If you replace the database design, any customization is removed.

You require Manager or Designer-level access to update the Mail database design.

Replacing the Mail database design

The Lotus Notes administrator can replace the Mail database design from the Lotus Notes server.

To update the Mail database design:

1. If you use Lotus Notes 5.0, copy the file cpmail50.ntf for Lotus Notes 5.0 into the notes/data directory on the Lotus Notes server.
   If you use Lotus Notes 6.0, run LNSERVER.EXE to copy the cpmail60nltf file.
2. Use **File > Database > Open** to add the mail database icon that you are going to update.
3. Select this icon.
4. Select **File > Database > Replace design**.
5. In the **Replace Database Design window**, select the **Show advanced templates** check box.

6 Make sure that:

- the Inherit future design changes check box is selected
- Hide formulas and LotusScript is not selected

7 Select **CallPilot Mail (R5.0)** or **(R6.0)**, depending on which version of Lotus Notes you use.

8 Click **Replace**.

9 Press **F9** to refresh the window and display the names.

No entries in CallPilot Personal Name and Address Book

While in the Personal Name and Address Book window, the subscriber selects People (CallPilot) and does not see any entries in the CallPilot Address Book.

Ask the subscriber to download the CallPilot Address Book manually and update the Personal Address Book template.

To manually download the CallPilot Address Book:

1 Make sure that Address Book—People (CallPilot) window is the active window.

2 On the **Actions** menu, select **Download CallPilot Address Book**.

The dynamic link library nNOTES.dll could not be found in the specified path

1 On your desktop, right-click the **Lotus Notes** icon, select **Properties**, and then click the **Shortcut** tab.

2 Examine the properties of your Lotus Notes shortcut.

3 Verify the path in the **Start in** box.
Note: Usually, when Lotus Notes creates a shortcut, it puts a working directory in this box.

4 Add or update the path.

You download the CallPilot address book and 0 entries are found

1 Check the **CallPilot Address Book** search base.
Search base is configured under **Actions > CallPilot Desktop Messaging > CallPilot Desktop Messaging**. Select the **Address Book** tab.

2 Verify that the search base is exactly as it is configured on the CallPilot Administration Client.

Troubleshooting after logging on

The CallPilot address book is empty

Lotus Notes subscribers must log on to CallPilot before they can download the address book.

1. Make sure that your **Address Book—People (CallPilot)** window is the active window.
2. On the **Actions** menu click **Download CallPilot Address Book**.
3. On the **View** menu, click **Refresh**.
4. Make sure the CallPilot Address Book has been downloaded.

Outlook and GroupWise clients:

1. Click **Download CallPilot Address Book**.
2. If it responds with 0 entries found, verify that the search base is correct.

The subscriber has message access problems

The subscriber has modified the settings so that they are now correct, but the subscriber still cannot access their messages.

If you modified the settings while Unified Messaging was open, close and reopen Unified Messaging so that the settings take effect.

The subscriber has problems sending messages

When the subscriber sends a message, it arrives in the recipient's Outlook mailbox, but it does not arrive in the CallPilot message mailbox.

1. Ensure that when you address the message, you locate the recipient's address in the CallPilot Address Book. If the recipient is defined in your Personal Address Book, then ensure that the Personal Address Book entry is a CallPilot address.
2. To ensure that the recipient is defined as a CallPilot Address type, highlight the name, click **Properties**, and verify that the Address Type=CallPilot.
3. Before you send the message, in the To field, highlight the Recipient, click **Properties**, and verify that the Address Type=CallPilot.

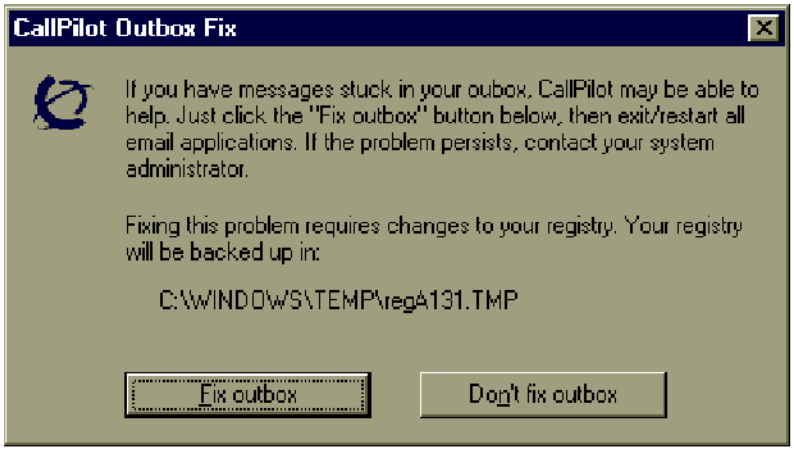
Messages remain in the subscriber's Outbox

On Microsoft Outlook, messages remain in the mail client outbox (not the CallPilot Message Store outbox). This problem can be caused by the migration from one server to another while maintaining the same Outlook client.

Remove the Exchange server, then re-add it to the subscriber's profile.

To fix the Outbox:

1. On the subscriber's computer, on the **Tools** menu click **Services**.
   The Services dialog box appears.
2. Select **CallPilot Desktop Messaging**.
3. Press the **Ctrl** + **Shift** keys, and click **Properties**.
   The CallPilot Outbox Fix dialog box appears.


CallPilot Outbox Fix
If you have messages stuck in your oubox, CallPilot may be able to help. Just click the "Fix outbox" button below, then exit/restart all email applications. If the problem persists, contact your system administrator.
Fixing this problem requires changes to your registry. Your registry will be backed up in:
C:\WINDOWS\TEMP\regA131.TMP
Fix outbox
Don't fix outbox

4. Click the **Fix outbox** button.

The subscriber cannot send messages

The subscriber cannot send messages to fax, AMIS or digital networking subscribers.

1. Make sure that the subscriber is addressing the message correctly. Refer the subscriber to "Address Formats" in their online Help.
2. Ensure the subscriber has the capability to send messages to fax, AMIS and digital networking subscribers. Security concerns can restrict subscribers from composing messages to these types of subscribers.
3. For fax addresses, ensure that you can dial the number the subscriber is specifying from the subscriber's phone set. Set based restrictions can preventing the call from completing.

The subscriber cannot send a CallPilot message

The subscriber cannot send a CallPilot message. When the subscriber clicks Send, an error message appears that says, "Error. Failed to send message."

- Ask the subscriber to check that their mailbox is not full. If their mailbox is full, they cannot send messages until some messages are deleted.
- Ask the subscriber to check the format of the message address. If the FQDN after the @ symbol does not match the FQDN of the Business Communications Manager system configured to this mailbox, the message is rejected.

- Ask the subscriber to verify that no attachment is empty. An empty attachment causes the entire message to be rejected. Delete the empty attachment and try sending the message again.

Verify that you can ping the Business Communications Manager system:

1. At the DOS prompt, type:
   ping <Business Communications Manager FQDN>
2. If the response is "request timed out," then type:
   ping <Business Communications Manager IP address>

   Note: If there is a reply, then the Business Communications Manager system FQDN has not been properly configured to your Domain Name System (DNS). Contact your DNS administrator for assistance.
3. If there is no reply, verify that the Business Communications Manager system can be reached on your LAN. Contact your IS administrator for help.
4. Verify that the Business Communications Manager system is up and running.

Non-delivery notification

The subscriber receives non-delivery notifications for messages.

1. Ask the subscriber to verify that they have a valid attachment type.
2. Ask the subscriber to make sure that their mailbox is not full.
3. Ask the subscriber to make sure that they are addressing the message correctly. See "Address Formats" in the online Help.
4. Ask the subscriber to ensure that they are attaching only TIFF-F, VBK, WAV, or TXT files to your messages. Unified Messaging does not accept any other file types.
5. If the subscriber is sending to a remote location, ask the subscriber to verify that the address is valid and still exists.
6. For fax machines, ensure that the fax number is valid and the machine is accepting faxes.
7. Ensure that the subscriber has the capability to dial the number. Refer to the *CallPilot Manager Set Up and Operation Guide.*
8. Verify that the remote server is responding by issuing a network command on the Business Communications Manager system. Internet Mail clients cannot send or receive WAV files.

"Unknown" appears in the Sender field

In some messages, the subscriber sees a name or phone number in the Sender field. In other messages, the subscriber sees "Unknown."

If the caller's phone system has Calling Line ID, CLID information appears in the Sender field for messages that are created when people phone you and you are not available. If CLID information is not provided, it appears as "Unknown." For messages that are sent from people using Networking, if the sender's name is not provided to the CallPilot system, the Sender field appears as "Unknown."

The subscriber has problems with faxing

The subscriber requires Imaging for Window to view and compose faxes. During installation, CallPilot checks for Imaging for Windows. If it is not installed, CallPilot is still installed successfully. You can install the imaging software later.

To install Imaging for Windows:

1. Click the Windows **Start** button, point to **Settings** and click **Control Panel**.
   The Control Panel window appears.
2. Double-click the **Add/Remove Programs** icon.
   The Add/Remove Programs Properties dialog box appears.
3. Click the **Windows Setup** tab.
4. Double-click the **Accessories** icon.
5. In the list, ensure that **Imaging** is selected.
6. Click the **OK** button.

- If the error message states that the message cannot be sent because part of the media cannot be converted, or because the media is not supported at the recipient's system, ensure you only send attachments that are TIFF-F, WAV, VBK, or text files.
- Ensure that the subscriber and the recipients can send and receive fax (TIFF-F) messages. Also, ensure that all TIFF files are TIFF-F files created using the Nortel Fax Printer. Not all TIFF files are class F.
- Ask the subscriber to check that their mailbox is not full. When they log on to Unified Messaging or the telephone, if they receive a message that their mailbox is full, they cannot send any messages until they delete some messages to create space in their mailbox.

The subscriber has problems with fax reception

People do not receive faxes sent by the subscriber, or the subscriber does not receive faxes sent to them.

- Verify that the subscriber has a mailbox Class of Service with fax capability.
- Make sure that the people the subscriber is sending faxes to can receive faxes. For more information, refer to the *Unified Messaging Quick Reference Guide*.

The subscriber has problems with receiving replies

Recipients can see the subscriber's CallPilot messages and people receive the messages that the subscriber sends, but the subscriber does not receive replies to their messages.

1. On the **Actions** menu, select **CallPilot Configuration**.
2. Click **Properties**.
3. Ensure that the SMTP/VPIM prefix is specified correctly.

Deleted messages remain in the subscriber's mailbox

When a subscriber deletes messages using Unified Messaging, the messages are still in the subscriber's mailbox when they access the mailbox using the telephone.

If the messages that they delete on the desktop are still in a Deleted Items Folder in the CallPilot Message Store, the messages remain in the subscriber's CallPilot mailbox. The subscriber still has these messages when they access them from the telephone. To remove the messages from both mailboxes, the subscriber must permanently delete them from the Deleted Items folder.

The subscriber cannot delete messages

The subscriber cannot delete their messages. When the subscriber tries to delete the messages permanently, the messages remain.

If the subscriber is using Unified Messaging to delete these messages and they are also logged on to their mailbox from their telephone, they cannot delete messages using Unified Messaging.

Ask the subscriber to end the telephone mailbox session, and then try to delete the messages from Unified Messaging.

Messages no longer on server

The subscriber receives the error message: "This message could not be found on the server. Messages must exist on the server in order to be played via the telephone. Use computer to play this file. Port failed."

Voice messages that are saved to the subscriber's computer are no longer in their CallPilot Inbox. The subscriber cannot play these messages from the telephone. To listen to these messages, the subscriber must use computer speakers or headphones.

Voice message does not play on telephone

The subscriber plays a voice message from the telephone. The subscriber answers the telephone when it rings but the message does not play.

1. Ask the subscriber to say something like "hello," to initiate message playback.
2. Ask the subscriber to check the CallPilot player status bar. If it states Open Pending, hang up the telephone. Click **Computer** on the player, and then click telset playback. The phone rings again.
3. Tell the subscriber that if the Status bar still says Open Pending, hang up again and wait three to five minutes and try to play the message again. If this problem persists, contact your Nortel Networks Customer Technical Support.
4. The number of outcalling channels used by the CallPilot telset player is determined by the number of outcalling channels configured in CallPilot Manager. Ensure that this number is greater than zero and that the other channels are not currently in use. For information about configuring outcalling channels refer to the *CallPilot Manager Set Up and Operation Guide.*

The Message Waiting Indicator is active but there is no new message

The subscriber's telephone message waiting indicator is activated but there is no new message in the subscriber's Desktop Inbox. Messages are downloaded from the Business Communications Manager system with the same frequency as email messages (this applies only to Lotus Notes subscribers).

1. To adjust the frequency, on the **File** menu, select **Tools**.
2. Click **User Preferences** and click **Mail**.
3. Change the **Check for mail every __ minutes** setting.
4. If you want to check for mail immediately, on the **Actions** menu, select **Refresh CallPilot Message List**.

A reply to a message sent from Eudora is rejected on an AMIS network

A reply to a message cannot be sent over an AMIS network. This is caused by autotext placed at the start of the message.

1. Open the **Eudora.ini** file using a text editor, such as Notepad.
2. Under the [Settings] statement, add these lines:
   ReplyAllAttribution=
   ReplyAttribution=
3. On the **File** menu click **Save** to save the settings.

Unified Messaging does not work properly for subscribers who use ICQ Express with Outlook

Unified Messaging is incompatible with the ICQ Express add-on for Microsoft Outlook. Advise the subscriber to remove the ICQ Express add-on. Removing this add-on does not affect the operability of ICQ, it only removes the ICQ content from Outlook.

To remove the ICQ Express add-on:

1. Start Microsoft Outlook.
2. On the **Tools** menu select **Options**.
3. Click the **Other** tab and select **Advanced Options**.
4. Click the **COM Add-Ins** button.
5. Select **ICQ Express** and click the **Remove** button.
   Unified Messaging and ICQ will now both operate as expected.

In sent messages digits or symbols appear instead of language-specific symbols

The only character sets that are supported are us-ascii and ISO-8859-1. The messaging client must be configured to use ISO-8859-1 character encoding, usually displayed as the option Western (ISO-8859-1) or Western European ISO in most e-mail applications. This does not restrict users in other countries from using text messaging, only which character sets can be used to compose and send these messages.

Internet Mail client error messages

Unified Messaging Internet mail clients display error codes when a problem occurs. The table below describes Unified Messaging error codes.

Code	Error message
6	Your message did not reach some or all of the intended recipients.
16	The message was not delivered because an undefined problem occurred.
17	There is a problem with the specified address. Please verify the address.
18	The external telephone number used in addressing the message could not be dialed. Please verify the telephone number.
19	The mailbox or telephone number is invalid. Please confirm the address.
20	The address is invalid. Please verify the destination system.
22	The mailbox address was at one time valid, but mail is no longer being accepted. Please confirm the address.
23	The mailbox exists, but something at the destination mailbox caused your message not to be received. Please try sending the message again later.
24	The recipient did not receive the message because the recipient did not instruct the service to play the message, (by pressing the appropriate telephone key).
25	The mailbox exists, but is not accepting messages at this time because it may be temporarily disabled. Please try sending this message again later.
26	The recipient's mailbox is full. Please try sending this message again later.
27	The message length exceeds the administrative limit for the sender's mailbox.
28	The address is a mailing list and could not be expanded.
29	The message was not delivered because a system problem occurred.
30	The system storage has been exceeded. Please try sending this message again later.
31	The recipient's system is not accepting messages. Please try sending this message again later.
32	Some features in the message are not supported. For example, you may not be able to send a message with this media.
33	Recipients are not able to receive messages with a private tag. Please try sending the message again without the private tag.
35	The system does not allow messages that are this large. (NOTE: The maximum message length is 30 minutes.)
36	A problem occurred in the network. Please try sending the message again later.
37	An outgoing connection could not be made with the destination. Please try sending the message later.
38	A problem occurred during the transmission of your message.
39	A directory server was unavailable. Please try again later or contact your Administrator.

40	The network was congested or the telephone line was busy. Please try sending the message later.
41	The number of attempts to deliver the message has exceeded the system maximum. Please try sending the message again later.
42	An error occurred during the transmission of your message.
43	This message was addressed to too many recipients. Please reduce the number of recipients and try sending the message again.
44	There was a problem with the content of your message. Please re-create the message and send it again.
45	The message contains media which cannot be delivered. The recipient may not be able to receive a message with this media.
46	The voice portion of the mixed media message was delivered. The recipient can only receive this part of the message.
47	The fax portion of the mixed media message was delivered. The recipient can only receive this part of the message.
48	Some media contained in your message was not converted successfully. Some of the recipients did not receive the message.
49	A security measure or policy prevented the delivery of the message. Please contact your Administrator.
50	The recipient(s) could not be reached. Please consult with your Administrator for assistance.
51	Legislative policy restricts the delivery of messages at this time. Consult with your Administrator on the best time to send the message.
52	The recipient(s) could not be reached. Please consult with your Administrator for assistance.
92	Invalid mailbox number/password.
94	User does not have desktop capability. Please contact your administrator.
95	95 Invalid mailbox number/password. Please contact your administrator.
97	Invalid mailbox number/password. Maximum number of invalid login attempts occurred. Please contact your administrator.
98	Invalid mailbox number/password. Maximum number of invalid login attempts in this session occurred. Please restart your login session.
100	Invalid login. Cannot access system resources. Try again later.
101	Too many login failures.
102	Too many authentication failures.
105	Autologout; your session has been idle for too long. You are no longer connected to the server. Please login again to send and receive new messages.
107	Mailbox error.
108	Your mailbox is almost full.
110	Your password has expired. Please change your password.
111	The temporary password assigned to you by the administrator must be changed. Please change your password.

123	The 'Login' authentication method is disabled. Please contact your administrator.
124	The ‘Challenge-Response’ authentication method is disabled. Please contact your administrator.
125	Your mailbox is full. Delete messages you no longer require.
133	Remote Notification was turned off by the person who answered the notification call. It has now been turned back on.
134	Remote Notification was turned off. It has now been turned back on.
135	Remote Notification has been turned off. Please ensure that the number is correct, and review your notification setup before turning notification back on.
136	Your password will expire in ***n*** day(s) [where ***n*** is the number of days]

Replacing the mail database in Lotus Notes

Replace the Lotus Notes mail database only if:

- a subscriber wants CallPilot messages to be stored in the same Inbox as their Lotus Notes email messages
- the subscriber's database design has not been customized, and the subscriber does not intend to customize the database design in the future
- you are familiar with modifying the Lotus Notes database design

Caution: Risk of data loss

Replacing the database design removes any customization in the current database design. If the mail database is customized, update the database instead of replacing it.

You can replace the mail database from the subscriber's workstation or from the Notes server.

To replace the database design from the user's computer

1. Log on to Lotus Notes on the subscriber's workstation.
2. Make a note of the version of Lotus Notes. Choose **Help > About Notes Desktop**.
3. Select the mail database icon.
4. Choose **File > Database > Replace Design**.
   The Replace Database Design dialog box appears.
5. Click **Template Server**.
   The Template Server dialog box appears.
6. Select **Local**, and then click **OK**.
7. Check the **Show advanced templates** box.
8. From the list select **CallPilot Mail (R5.0)** or **(6.0)**, depending on the version of Lotus Notes.
9. Make sure that:
   - **Inherit future design changes** is selected
   - **Hide formulas and LotusScript** is NOT selected
10. Click **Replace**.
    A message appears that asks you to confirm that you want to change the database's view.
11. Click **Yes**.

To replace the database design (Notes server)

1. Install Unified Messaging on the Lotus Notes server computer.
2. Start Lotus Notes.
3. Choose **File > Database > Open**.
4. Select the mail database icon.

5 Choose **File > Database > Replace design**.
The Replace Database Design dialog box appears.

6 Select the **Show advanced templates** check box.

7 Select CallPilot Mail (R4.5), CallPilot Mail (R4.6), or CallPilot Mail (R5.0), as required.

8 Make sure that:

- **Inherit future design changes** is selected
- **Hide formulas and LotusScript** is not selected

9 Click **Replace**.
Repeat steps 3 through 9 for each database that you must update.

10 Press **F9** to refresh the window and display the names.

Accessing Unified Messaging online Help

Unified Messaging for Microsoft Outlook, Novell GroupWise, and Lotus Notes provides standard Help.

Note: To access Internet Mail client Help, on the Messaging Administration menu click Internet Mail Client Administration.

Internet Mail client Help contains Help for the CallPilot interface. Use the manufacturer's online Help for questions about your Internet Mail client.

To access online Help

From Microsoft Outlook:

- From your **Inbox**, on the **Help** menu, select **CallPilot Desktop Messaging Help**.

From Novell GroupWise:

- From your **Inbox**, on the **Help** menu, select **CallPilot Desktop Messaging Help**.

From Lotus Notes:

- From your **Inbox**, on the **Actions** menu, select **CallPilot Help Topics**.

Using Unified Messaging Support Tools

Resetting the CallPilot message store for Microsoft Outlook

This feature is available only for subscribers who use Microsoft Outlook. Resetting the CallPilot message store removes invalid or corrupt messages from the inbox.

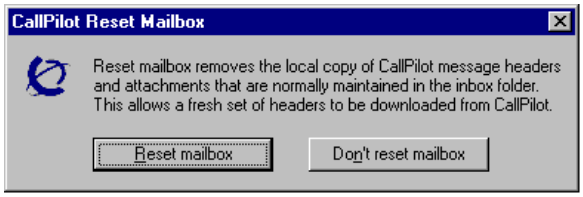
Lotus Notes and GroupWise clients can reset their mailboxes by choosing the Refresh CallPilot Message List option.

For Microsoft Outlook 98 and 2000

1 Press **Ctrl** + **Shift**.

2 On the **Tools** menu, click **Send and Receive**, and then click **CallPilot Transport**.

3 Press **Ctrl** + **Shift** until the CallPilot Reset Mailbox dialog box appears.


CallPilot Reset Mailbox
Reset mailbox removes the local copy of CallPilot message headers and attachments that are normally maintained in the inbox folder. This allows a fresh set of headers to be downloaded from CallPilot.
Reset mailbox
Don't reset mailbox

4 Select the **Reset Mailbox** button.

All CallPilot messages are purged from the subscriber's mailbox, and the CallPilot message headers that are stored for the subscriber are downloaded again. The messages disappear and then reappear one by one. All message caching is lost.

Note: The messages are not deleted from CallPilot. The messages are removed from the client computer cache. Messages are downloaded again from Business Communications Manager system to the client computer.

This feature is intended for system administrators and CallPilot product support.

CPTrace

You can use CPTrace to collect information about problems with one of the desktop clients that CallPilot runs on. You save this information to a log file that you can analyze to determine the cause of the problem.

Problems you can look for include:

- trouble connecting to the Business Communications Manager system
- CallPilot player problems
- address book problems
- problems with message compose, reply, forward, delete and notification

To use CPTrace, you must understand Unified Messaging functionality and the corresponding components on the IMAP server.

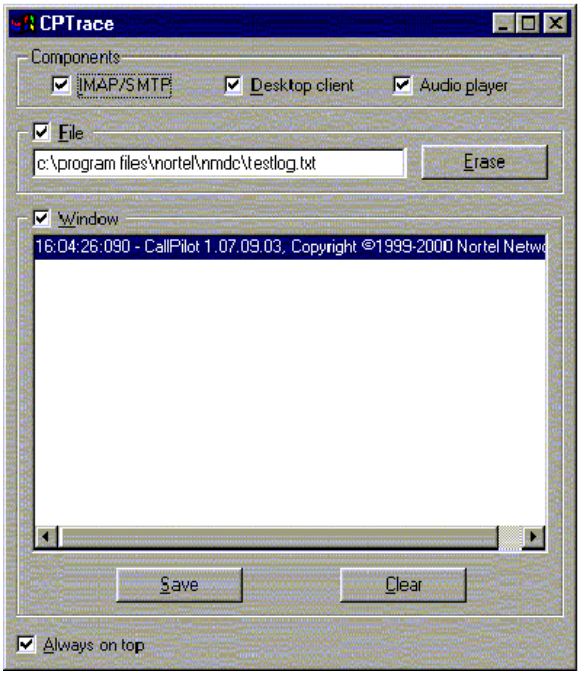
Note: Running CPTrace affects how CallPilot works. It is possible that you will not be able to reproduce problems while CPTrace is running.

CPTrace.exe is installed with each desktop client in the \Program Files\Nortel\<client directory>:

- for Microsoft Outlook, in nmdc
- for Lotus Notes in nmin
- for GroupWise in nmgw

Using CPTrace

To use CPTrace, double-click the CPTrace.exe in the corresponding desktop client directory.



CP Trace settings

The CPTrace settings are stored in the Windows registry. The existing settings are used each time you run CPTrace.

CP Trace settings	
IMAP/SMTP	Logs all IMAP/SMTP traffic
Desktop client	Logs internal Outlook, Lotus Notes and GroupWise traffic
Audio Player	Logs Audio player traffic
File	Writes logs to a file. Check this box and type a file name and extension to maintain the log. You can include a directory path such as c:\my player. When you close CPTrace with the File check box selected, the Desktop client continues to write information to the file selected. This slows down the Desktop operation slightly. The log file never gets larger than 1Mbyte. When the file size reaches 1Mbyte, 10 percent of the file is purged, starting with the oldest data. If you select the File check box and close CPTrace, you receive a warning that File tracing is still enabled and asking if you want to turn off tracing. Click Yes to leave file tracing enabled.
Window	Writes logs to the display window.
Erase	Deletes the log file from the directory you defined for it. A message appears that asks you to confirm the deletion.
Clear	Clears the display window
Save	A Save As dialog box appears that you can use to save the trace to a text file. The default file name is CPTrace.txt. This file is stored in a temporary directory.
Always on top	Check this box to keep the CPTrace tool on top of other windows.

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